



## **DOCUMENT DELIVERY MANUAL**



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## ACKNOWLEDGEMENTS

*The world hates change, yet it is the only thing that has brought progress.*

--Charles F. Kettering

The world of document delivery has not been exempt from change or the progress it has brought, and technology has had an influence in bringing about both. Since publication of the first edition of this manual, we have seen the implementation of an electronic billing system, serials holdings now available on line and access to information on the World Wide Web spirals upward.

The effort to revise, enhance, compile and prepare this manual was not mine alone. It is with gratitude that I thank those who have helped in this endeavor. I appreciate the time given by John Stey of the National Network of Libraries of Medicine, New England Region; Dorothy Kalahan and her staff of the Lyman Maynard Stowe Library, University of Connecticut Health Center; Robert Dempsey of the Medical Library Center of New York; and Cheryl Sinkler of the National Network of Libraries of Medicine, New England Region.

Edward R. Donnald  
September 1997



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# NN/LM NEW ENGLAND REGION DOCUMENT DELIVERY MANUAL

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## I. INTRODUCTION

### A. General Purpose

The *NN/LM New England Region Document Delivery Manual* provides the National Network of Libraries of Medicine™ New England Region network librarians with standardized policies and procedures to enhance the health care professional's access to information.

Interlibrary loan (ILL) is a library service wherein one library provides original materials and/or photocopies of materials from its collection to another library. ILL came about because it is not economically feasible for each library to subscribe to every journal published or to purchase every book printed. Interlibrary loan is intended to provide access to materials that are supplemental to the library's collection. Interlibrary loan is not intended as an alternative to collection development. On-site resources should be available in each library to meet and support the institution's mission and primary clientele. (*See Appendix S, See also Section X, Bleeker*)

The goal of the NN/LM New England Region document delivery program is to ensure that all health professionals throughout New England have timely access to information from the nation's health sciences libraries. A viable document delivery network will exist and thrive only if every librarian realizes that they should be willing to lend an item in order to borrow an item. Document delivery works optimally when every librarian makes a concerted effort to equalize the loan traffic between colleagues.

#### **The Ideal:**

Library A	Borrows	24 documents	FROM	Library B
Library A	Loans	24 documents	TO	Library B

Document delivery networks function according to the basic philosophy of cooperation. Any system runs more smoothly when its policies and procedures are observed. An ideal system distributes the business as much as possible so as not to burden any institution. Again, cooperation and attention to detail are required for the system to function properly.

### B. Interlibrary Loan 1983-1996

The Regional Medical Library interlibrary loan program and document delivery system for the states of Connecticut, Massachusetts, Maine, Vermont, New Hampshire, Rhode Island, New York, New Jersey, Pennsylvania and Delaware began on March 1, 1983. These states were part of the Greater Northeastern Regional Medical Library Program in the National Library of Medicine's regional program. On May 1, 1991 the National Library of Medicine instituted a new regional five-year contract period with a new focus on outreach. The Greater Northeastern Region was split into two regions. Connecticut, Massachusetts, Maine, Vermont, New Hampshire and Rhode Island became the New England Region (Region 8). New York, New Jersey, Pennsylvania and Delaware became the Middle Atlantic Region (Region 1). The division into two regions should not have disrupted or changed the interlibrary loan patterns already established and in existence. The University of Connecticut Health Center was awarded the five year contract from NLM to be the Regional Medical Library for Region 8.

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### **C. Interlibrary Loan 1996-2001**

The University of Connecticut Health Center was awarded a second five year contract from the National Library of Medicine to remain the Regional Medical Library for the New England Region in the NN/LM and to guide the region into the next century. The RML has focused on meeting the ILL needs of Region 8 and as a result has adopted enhanced and improved policies for DOCLINE routing table maintenance, distributed multimedia training tools for DOCLINE and instituted an Electronic Fund Transfer System (EFTS) which facilitates the electronic billing for interlibrary loan transactions.



## II. NETWORK MEMBER LIBRARIES

### A. Primary Access Libraries (PALs)

Primary Access Libraries (PALs) constitute health sciences libraries at a local level. These include libraries in hospitals, health centers, small colleges, and small biomedical corporations. Whenever possible, PALs should utilize all local and reciprocal borrowing arrangements (e.g., consortia agreements, state networks, or reciprocal arrangements with individual libraries). One of the benefits of consortium membership is the ability to share existing resources as a first access point into the document delivery network. PALs are encouraged, but not required, to adhere to the national and regional price caps. PALs should utilize locator tools (such as the *UCMP Quarterly* or *UCMP Online*, and SERLINE) before sending out a request on a mail form.

#### 1. Interlibrary Loan

Interlibrary loan requests should not be sent to RLs as a first resort. Interlibrary loan requests should be sent to the appropriate RL only *after* local resources have been exhausted. (See Appendix C)

All interlibrary loan requests should be verified before they enter the interlibrary loan system. Verification includes ensuring that the author, title, journal, volume, issue, and page numbers are all correct. (See Section IV.)

For most biomedical interlibrary loans, DOCLINE eliminates the need for a librarian to use a locator tool. DOCLINE serves as a locator tool through the individual routing cell table that each DOCLINE library prepares. Locator tools should be used before submitting a non-DOCLINE request to another library. Appropriate locator tools include the *UCMP Quarterly* or *UCMP Online*, SERLINE, state association lists, or consortium lists. Non-DOCLINE interlibrary loans which do not indicate the use of an appropriate locator tool may be rejected by any library within the NN/LM Network. The Network Coordinator at the New England Region office may be called at 1-800-338-7657 for assistance in using regional locator tools.

It is not necessary to have consortium membership to participate in interlibrary loan. If you participate in other cooperative ILL arrangements (such as the Boston Library Consortium or BHSL (See Appendix Q)), you should check the ILL policies and procedures of those networks.

#### 2. Payment

The New England Region has adopted the national maximum of \$10.00 for standard ILLs as the maximum regional rate. The New England Region rate for the unit cost of each filled audiovisual loan will not exceed \$20.00. Loans filled by a RL in any other region of the NN/LM network will be subject to varying regional rates, not to exceed \$10.00 (excluding AVs). (Loansome Doc is an exception discussed in the Loansome Doc, Section VII.)

A borrowing library will assume the cost of a filled request when they have sent a ILL and have:

- noted \$10.00 on the ALA or IFLA form in the cost field, or
- noted \$10.00 in the cost field of a DOCLINE request, or
- if no cost or entry (N/A) is made in the cost field of a DOCLINE request. (This indicates that the library will accept all reasonable costs associated with the loan.)

A library may not seek reimbursement for any ILL request which is clearly marked \$0.00 or FREE. The borrowing library needs to have indicated \$0.00 or FREE or it will be their responsibility to pay for the loan.

The EFTS allows for the electronic billing of ILLs. (*See* Section VI.A.)

### **3. Referral**

Although DOCLINE is the preferred method of interlibrary loan for health sciences libraries in the New England Region, some libraries may find it necessary to submit requests via ALA or other forms.

If a RL cannot fill the non-DOCLINE request, the RL may refer (forward) the request to another large academic library or NN/LM network member that owns the item, unless the requesting library includes the statement “DO NOT REFER” on the request. RLs may use DOCLINE, if the requesting library has a LIBID, or other means to route the request, making note of the requesting library's conditions, such as cost. When a referral is made, the requesting library will be responsible for invoices, NOT the referring library. RLs will have the option of charging a referral handling fee, not to exceed the regional maximum set at \$4.00. Referral handling fees are subject to the following stipulations:

- No referral fee will be charged to a requesting library if the loan request states that the latest edition of an approved New England Region locator tool, which includes the RL's holdings, was used correctly. Referral fees will not be charged if the journal request is owned by the RL, but is rerouted because the journal is not on the shelf or is at the bindery.
- A referral handling charge, not to exceed \$4.00, may be charged for processing a referral when the latest edition of an approved or New England Region locator tool, which includes the RL's holdings, was not used by the requesting library or was used incorrectly, or was not noted on the mail form.

RLs will notify requesting libraries of referrals and will indicate reasons for not filling ILL requests by including this information, as specifically as possible, (e.g., issue not owned, missing, bindery, etc.) in the “Remarks” section on the ALA or IFLA mail request forms. Standard ILL abbreviations, such as NOS, BDY, may also be used.

## **B. Resource Libraries**

Resource Libraries (RLs) are large libraries with significant collections that have formal agreements with the New England Region office. RLs have agreed to process (fill and refer) ILL requests from

network members according to the National Network of Libraries of Medicine New England Region Document Delivery Plan (*See Appendix A*). Each RL serves a specific geographic or subject specialty area established by the Resource Library Directors and the New England Region office. (*See Appendix C*)

Interlibrary loan requests should not be sent to RLs as a first resort. Interlibrary loan requests should be sent to the appropriate RL only *after* local resources have been exhausted.

The Resource Libraries and their areas of coverage in New England are:

★	Baystate Medical Center	Western Massachusetts
★	Boston College	Nursing materials
★	Boston University	Southeastern Massachusetts
★	Brown University	State of Rhode Island
★	Dartmouth College	State of New Hampshire
★	Hartford Hospital	Central Connecticut
★	Harvard University	Boston proper and western beltway
★	Maine Medical Center	Southern Maine
★	Massachusetts College of Pharmacy	Pharmacy materials
★	Tufts University	Northeastern Massachusetts
★	University of Connecticut Health Center	Northern Connecticut
★	University of Massachusetts Medical Center	Central Massachusetts
★	University of Vermont	State of Vermont
★	Veteran's Administration Med. Ctr. at Togus	State of Maine
★	Yale University	Southern Connecticut

Any ILL request that cannot be filled by one's consortium members should be submitted to the appropriate geographic or subject specialty RL. Requests which cannot be filled by a geographic or subject specialty RL, may be submitted to the Regional Medical Library or to any RL or Document Delivery Provider in the Northeast Region (*See Appendix D*).

## 1. Interlibrary Loan

RLs fill an ILL request by providing a photocopy or telefacsimile of the requested article or by providing the original material in the form of a journal volume or issue, a monograph or an audiovisual. Through formal agreements with the NN/LM-New England Region office, each RL has agreed to submit and maintain serial holdings in the national biomedical serials database, SERHOLD and to fully participate in DOCLINE.

All interlibrary loan requests should be verified before they enter the interlibrary loan system. Verification includes ensuring that the author, title, journal, volume, issue, and page numbers are all correct. (*See Section IV.*)

For most biomedical interlibrary loans, DOCLINE eliminates the need for a librarian to use a locator tool. DOCLINE serves as a locator tool through the individual routing cell table that each DOCLINE library submits to NLM. Locator tools should be used before submitting a non-

DOCLINE request. Appropriate locator tools include the *UCMP Quarterly* or *UCMP Online*, SERLINE, state association lists, or consortium lists. (See Section III. C.) Non-DOCLINE interlibrary loans which do not indicate the use of an appropriate locator tool may be rejected by the RL. The Network Coordinator at the New England Region office may be called at 1-800-338-7657 for assistance in using regional locator tools.

## **2. Payment**

The New England Region has adopted the national maximum of \$10.00 for standard ILLs as the maximum regional rate. The New England Region rate for the unit cost of each filled audiovisual loan will not exceed \$20.00. Loans filled by a RL in any other region will be subject to varying regional rates, not to exceed \$10.00. (Excluding AVs.) (Loansome Doc is an exception discussed in the Loansome Doc, Section VII.)

A borrowing library will assume the cost of a filled request when they have sent a ILL and have:

- sent it as a first resort without giving PALs a chance to fill it, or
- noted \$10.00 on the ALA or IFLA form in the cost field, or
- noted \$10.00 in the cost field of a DOCLINE request, or
- if no cost or entry (N/A) is made in the cost field of a DOCLINE request. (This indicates that the library will accept all reasonable costs associated with the loan.)

All RLs in the New England Region, Region 8, are members of the Electronic Fund Transfer System (EFTS) (See Section VI.A).

A library may not seek reimbursement for any ILL request which is clearly marked \$0.00 or FREE. The borrowing library needs to have indicated \$0.00 or FREE or it will be their responsibility to pay for the loan.

## **3. Referral**

Although DOCLINE is the preferred method of interlibrary loan for health sciences libraries in the New England Region, some libraries may find it necessary to submit requests via ALA or other forms.

If a RL cannot fill the non-DOCLINE request, the RL may refer (forward) the request to another large academic library or NN/LM network member that owns the item, unless the requesting library includes the statement “DO NOT REFER” on the request. RLs may use DOCLINE, if the requesting library has a LIBID, or other means to route the request, making note of the requesting library's conditions, such as cost. When a referral is made, the requesting library will be responsible for invoices, NOT the referring library. RLs will have the option of charging a referral handling fee, not to exceed the regional maximum set at \$4.00. Referral handling fees are subject to the following stipulations:

- No referral fee will be charged to a requesting library if the loan request states that the latest edition of an approved New England Region locator tool, which includes

the RL's holdings, was used correctly. Referral fees will not be charged if the journal request is owned by the RL, but is rerouted because the journal is not on the shelf or is at the bindery.

- A referral handling charge, not to exceed \$4.00, may be charged for processing a referral when the latest edition of an approved or New England Region locator tool, which includes the RL's holdings, was not used by the requesting library or was used incorrectly, or was not noted on the mail form.

RLs will notify requesting libraries of referrals and will indicate reasons for not filling ILL requests by including this information, as specifically as possible, (e.g., issue not owned, missing, bindery, etc.) in the "Remarks" section on the ALA or IFLA mail request forms. Standard ILL abbreviations, such as NOS, BDY, may also be used.

## **C. The Regional Medical Library**

The Regional Medical Library (RML) is the library that has been awarded the five-year NN/LM contract from the National Library of Medicine. The University of Connecticut Lyman Maynard Stowe Library serves as both a Resource Library for Northern Connecticut and as the Regional Medical Library for the New England Region. As the RML, the University of Connecticut Health Center Library serves as a final regional resource in New England for interlibrary loan requests for all participating New England network members.

### **1. Interlibrary Loan**

The RML has agreed to serve as the regional backup for interlibrary loan services in New England. The RML maintains membership in the UCMP regional union list and participates in DOCLINE.

All interlibrary loan requests should be verified before they enter the interlibrary loan system. Verification includes ensuring that the author, title, journal, volume, issue, and page numbers are all correct. (*See* Section IV)

For most biomedical interlibrary loans, DOCLINE eliminates the need for a librarian to use a locator tool. DOCLINE serves as a locator tool through the individual routing cell table that each DOCLINE library submits to NLM. Locator tools should be used before submitting a non-DOCLINE interlibrary loan to the RML. Appropriate locator tools include the *UCMP Quarterly* and SERLINE, state association lists, or consortium lists. Interlibrary loans which do not indicate the use of an appropriate locator tool may be rejected by the RML. The Network Coordinator at the New England Region office may be called at 1-800-338-7657 for assistance in using regional locator tools.

### **2. Payment**

The New England Region has adopted the national maximum of \$10.00 for standard ILLs as the maximum regional rate. The RML will fill an ILL request by providing a photocopy or fax of

the requested article or by providing the original material in the form of a journal volume or issue, a monograph or an audiovisual. The cost for each filled print loan will not exceed the regional maximum of \$10.00 for standard interlibrary loan. The unit cost for each filled audiovisual loan will not exceed the regional maximum of \$20.00. Loans filled by the RML in any other region of the national network will be subject to varying regional rates, not to exceed \$10.00. (Excluding AVs) (Loansome Doc is an exception discussed in the Loansome Doc Section VII.)

The NN/LM requires each borrowing library to assume the cost of a request filled by the Regional Medical Library when they have sent the loan to the RML:

- as a first resort without giving PALs a chance to fill it, or
- noted \$10.00 on the ALA or IFLA form in the cost field, or
- noted \$10.00 in the cost field of a DOCLINE request, or
- if no cost or entry (N/A) is made in the cost field of a DOCLINE request. (This indicates that the library will accept all reasonable costs associated with the loan.)

The RML will not seek reimbursement for any ILL request clearly marked \$0.00 or FREE.

The RML uses the Electronic Fund Transfer System (EFTS) for billing or will send an invoice to non participants. (*See VI. A.*)

### **3. Referral**

Although DOCLINE is the preferred method of interlibrary loan for health sciences libraries in the New England Region, some libraries may find it necessary to submit requests via ALA or other forms.

If a RML cannot fill the non-DOCLINE request, the RML may refer (forward) the request to another large academic library or NN/LM network member that owns the item, unless the requesting library includes the statement “DO NOT REFER” on the request. The RML may use DOCLINE, if the requesting library has a LIBID, or other means to route the request, making note of the requesting library's conditions, such as cost. When a referral is made, the requesting library will be responsible for invoices, NOT the referring library. The RML will have the option of charging a referral handling fee, not to exceed the regional maximum set at \$4.00. Referral handling fees are subject to the following stipulations:

- No referral fee will be charged to a requesting library if the loan request states that the latest edition of an approved New England Region locator tool, which includes the RL's holdings, was used correctly. Referral fees will not be charged if the journal request is owned by the RL, but is rerouted because the journal is not on the shelf or is at the bindery.
- A referral handling charge, not to exceed \$4.00, may be charged for processing a referral when the latest edition of an approved or New England Region locator tool, which includes the RL's holdings, was not used by the requesting library or was used incorrectly, or was not noted on the mail form.



The RML will notify requesting libraries of referrals and will indicate reasons for not filling ILL requests by including this information, as specifically as possible, (e.g., issue not owned, missing, bindery, etc.) in the “Remarks” section on the ALA or IFLA mail request forms. Standard ILL abbreviations, such as NOS, BDY, may also be used.

## **D. The National Library of Medicine**

The National Library of Medicine (NLM) accepts interlibrary loan requests from any NN/LM network member.

### **1. Interlibrary Loan for Journal Requests**

#### **i DOCLINE**

DOCLINE is the preferred means of requesting journal articles, monographs and audiovisuals via interlibrary loan for health science libraries in New England. (*See* Section V.A) NLM is automatically the last cell in each DOCLINE routing cell table. Requests are processed throughout the day as they are received. (*See* Appendix AE)

#### **ii Mail**

An ALA form or an IFLA form are the acceptable means of submitting a request to NLM by mail. Forms must be typed and submitted in triplicate. (*See* Section V.B for examples and details of what must be included on the ALA form; *See also* NLM Fact Sheet Interlibrary Loan Policy, Appendix Z)

Attempts should be made to locate the needed journal article in an approved New England Region locator tool. The *UCMP Quarterly* or *UCMP Online* and SERLINE should be used and both tools should be checked before sending a mail request to NLM.

A statement of non-availability in the region and a statement of which locator tools were used should appear on the request.

“NOT AVAILABLE IN NEW ENGLAND REGION, UCMP USED.”

**Please note:** NLM will reject requests which do not have these two notations and/or requests which do not indicate that NN/LM approved locator tools were used.

NLM has issued Library Identification Codes (LIBIDs) to all DOCLINE libraries and to many non-DOCLINE libraries. This code consists of five digits and a letter. It is to be included in the address section of each request sent to NLM. The LIBID will be used by NLM for statistical and billing purposes.

## Example

St. Elsewhere Hospital\*\*\*LIBID-12345A\*\*\*  
123 Main Street  
Boston, MA 12345

Send the mail request to:

Collection Access Section  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, MD 20894

### iii Fax

*Guidelines for Submitting An ILL Request to NLM by FAX; <http://www.nlm.nih.gov/psd/cas/faxguide.html>; 8/11/97*

*(See also NLM Fact Sheet Interlibrary Loan Policy, Appendix Z.)*

- Do not fax an ILL request if you have access to DOCLINE. Use DOCLINE address 20209c for CLINICAL EMERGENCIES.
- Fax ILL request to (301) 496-2809. Indicate on your request how you want it returned: fax, ARIEL or mail.
- Request must be typed or printed clearly. Each request must have all the information necessary to process and deliver it as a separate item, when sending multiple requests. There must be only one citation per ILL form and one ILL form per page.
- The complete address of the borrowing institution should be on the request, including voice telephone and fax numbers, e-mail address and zip code.
- The request must include your library identification (LIBID) number. The LIBID can be obtained from the DOCUSER file on the MEDLARS System. If you do not have a LIBID or cannot access it, please call (301) 496-5511.
- Each journal/serial citation should have a MEDLINE UI (unique identifier), SERLINE UI, or ISSN; each monograph citation should have a CATLINE UI or OCLC number. If none of this information is available, "NOT VERIFIED" should be written in a conspicuous place on the request.
- Each citation should be complete, including author and title of article; volume, issue and page number(s) of the serial; or title, author, publication date and, if applicable, page number(s) of the monograph.
- Copyright compliance must be indicated on the request.
- The request must be signed by an authorizing official such as the ILL Librarian.

For information, call the ILL Coordinator, Collection Access Section, NLM at 1-888-346-3656 or (301) 496-5511.



## **Problems with FAX Transmissions:**

Whenever an incidence of poor or incomplete transmission occurs that results in an illegible copy or nonreceipt, NLM will supply a second copy free of charge when requested. However, notification of a poor transmission is required from the borrowing institution within 24 hours of receiving the initial transmission from NLM. If further transmission problems occur, NLM will mail the item to the requesting library.

## **2 Interlibrary Loan for Monograph Requests**

### **i. DOCLINE**

DOCLINE is the preferred means of requesting monograph interlibrary loans for health science libraries in New England. Monograph citations should include the name of the author, title edition, publisher, place, and date of publication. Citations verified in NLM publications or NLM databases should include NLM call numbers, when available. These call numbers are listed in CATLINE. (Do not request Cataloging in Publication titles.) Omission of any of these elements may result in an unfilled request. Requests are processed as they are received. (*See Appendix AE*)

### **ii. Mail**

NLM accepts requests for monographs by mail using ALA or IFLA forms. Forms must be typed in triplicate. Along with the citation elements noted in the preceding paragraph, NLM requires that a borrowing library include its LIBID on each mail request, near the library's address. (*See Section V.B; See also NLM Fact Sheet Interlibrary Loan Policy ,Appendix Z*)

The locator tool or source used for the verification must be noted on each interlibrary loan. Interlibrary loans which are not verified may be rejected by NLM. When a librarian is unable to verify an ILL, all sources which have been used to attempt the verification should be listed (e.g., *Books In Print*, CATLINE, etc.)

Mail requests should be sent to:

Collection Access Section  
National Library of Medicine  
8600 Rockville Pike, Bethesda, MD 20894

## **3. Interlibrary Loan for Audiovisual Requests**

### **i. DOCLINE**

DOCLINE is the preferred means of requesting audiovisual interlibrary loans for health science libraries in New England. Most of the audiovisuals owned by NLM are available

through interlibrary loan to libraries. Advance booking of specific AV materials is not available. Computer Assisted Instruction materials are not available on interlibrary loan. (See NLM Fact Sheet Access to Audiovisual Materials, Appendix AA)

## **ii. Mail**

Requests may also be submitted via mail using ALA or IFLA request forms typed in triplicate. NLM requires that a borrowing library include its LIBID on each mail request, near the library's address. AV requests should include the full title, institution or person responsible for the production, the call number, if available, and the type of the medium of the program (e.g., slides, videocassette, etc.). Requests must include the CCL copyright statement. Omission of any of these elements may result in an unfilled request. Requests are processed as they are received. (See Section V.B for example of an ALA request form.)

The locator tool or source used for the verification must be noted on each interlibrary loan. Interlibrary loans which are not verified may be rejected by NLM. When a librarian is unable to verify an ILL, all sources which have been used to attempt the verification should be listed (e.g. *AVLINE*, *National Library of Medicine Audiovisuals Catalog*, etc.)

The loan period for original material, microfilm and audiovisuals is one month, not including transit time. No renewals are granted. Libraries with overdue items will be billed for lost materials after two overdue notices have been sent. Interlibrary loan service will not be provided to delinquent accounts. NLM will pay postage for the outgoing loans to the libraries. Each borrowing library is responsible to pay the postage incurred in returning the AV material to NLM.

The borrowing library is responsible for AV materials which they have borrowed and is responsible for lost or irreparably damaged materials. It is recommended that materials be insured or registered by the borrowing library and that a return mail receipt be requested.

In returning materials to NLM, borrowing libraries should not reuse NLM's jiffy bag. They do not survive two trips through the mail and the borrowing library is responsible for any damage incurred. Audiovisual materials should also not be returned in fiber jiffy bags.

Send requests for materials produced after 1969 to:

Collection Access Section  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, MD 20894

Send requests for materials produced before 1970 to:

History of Medicine Division  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, MD 20894

#### **4. NLM Referring Requests**

The National Library of Medicine uses the RELAIS system to receipt and process their DOCLINE requests. (*See* Appendix AE) If NLM receives a request that it can not fill, the system will then look at the comments field for referral information. It must say "NLM REFER ON" or "REFER ON" or the request will be returned to the borrower as unfilled. If either of those notations are present, then NLM will locate a potential lender and forward the request on to them. For written ALA or IFLA forms, the same notations apply.

The requesting library may be subject to a charge by the library to whom NLM refers the request, not to exceed the maximum \$10.00 interlibrary loan charge for standard ILL.

#### **5. Payment**

Borrowing libraries who have requests filled by NLM for journal articles, monographs or audiovisuals will be charged \$9.00 and a \$3.00 surcharge for fax fills.

DOCLINE requests which have \$0.00 or FREE noted in the cost field will be automatically rejected by NLM when it receives the request. If your library is not willing to pay this fill fee, you must type the instruction, "DO NOT REFER TO NLM" on the mail request.

NLM cannot bill through EFTS or other regional electronic billing systems for filled loans.

Invoices will be issued quarterly by the National Technical Information Service (NTIS), and are payable to NTIS. Libraries are expected to establish a deposit account with NTIS to facilitate payment. Interlibrary loan service will not be provided to libraries with delinquent accounts. Those who establish accounts will receive quarterly status reports of loan activity and balances from NTIS.

For further information contact:

National Technical Information Service  
5285 Port Royal Road  
Springfield, VA 22161  
(703) 487-4650.  
FAX: (703) 321-8547



### III. UNION LIST OF SERIALS AND SERHOLD

#### A. Medical Library Center of New York

The Medical Library Center of New York (MLCNY) is a not-for-profit, independent organization established to provide access to health science information. Access is provided through the coordination of union lists, promotion of technical services standards, and the maintenance of a centralized repository collection.

The NN/LM New England Region has a subcontract with the MLCNY. Through this subcontract the MLCNY provides the New England Region network member libraries with services related to locator tools, and collection development; and is the New England Region coordinator for SERHOLD (*See Appendix AD.*) The MLCNY provides the New England Region health science librarians with a union listing of serials holdings on microfiche on a fee-for-service basis. (*See Appendix G*)

MLCNY has an extensive collection of health science journals which are available for interlibrary loan to the New England Region with an \$10.00 interlibrary loan charge for standard ILL. Interlibrary loans sent to the MLCNY are subject to the standards and verifications discussed in other sections of this *Manual*.

MLCNY maintains the Union Catalog of Medical Periodicals (UCMP) database on a cost-recovery, not-for-profit basis. Since 1996, online access has been available through UCMP Online, and microfiche access remains available as *UCMP Quarterly*, both on a subscription basis. Libraries accessing the online system enjoy the benefits of real-time, immediate holdings updating and searching. Twice a year, UCMP holdings information is transmitted to NLM for updating or incorporating into SERHOLD, the database used by DOCLINE for automatic interlibrary loan routing. The twice yearly SERHOLD updates for NN/LM Region 8 occur approximately in February and August.

#### **Deadlines for the two annual SERHOLD updates**

Libraries updating their UCMP holdings data online should complete their changes, additions and deletions by February 15 and August 15. Libraries updating via paper forms and printouts must submit all changes, additions and deletions to MLCNY by December 15 and June 15.

MLCNY's address is:

Medical Library Center of New York  
5 East 102nd Street  
7th Floor  
New York, NY 10029  
(212) 427-1630  
FAX: (212) 876-6697

## **B. SERHOLD**

SERHOLD is the National Library of Medicine's database of machine-readable holdings statements for serial titles held by health sciences libraries. Currently there are 1.4 million holdings statements for about 42,000 serial titles from over 3,175 libraries. SERHOLD entries are limited to the titles in SERLINE. SERHOLD was developed primarily to serve as the electronic basis of DOCLINE. There are two holdings levels for SERHOLD: Level 3 and Level X. In Level 3, DOCLINE will look through journal title, specific years and specific volumes in the holdings statement. Level X cannot match specific years or volumes of publication; thus, DOCLINE assumes Level X holdings begin with v.1 no. 1. (*See MLCNY, UCMP Notes, Suggested Readings.*)

All participating DOCLINE libraries who have 25 or more journal holdings must have their titles in SERHOLD. Any library with less than 25 journal holdings may participate in DOCLINE without being in SERHOLD provided they are willing to be an active Loansome Doc provider. Libraries who hold less than 25 journal titles may also and are encouraged to be members of the UCMP through the Medical Library Center of New York.

## **C. Union Lists and Locator Tools**

A locator tool is a listing of the serial or monographic holdings of one library or several libraries within a city, state, region, or country. Locator tools are also known as union lists when the holdings of more than one library are included.

Union lists support several important bibliographic and resource sharing activities for health sciences librarians:

- they provide bibliographic information about serials beyond the in-house collection
- they assist in the verification of citations in general, and in the rectification of incomplete or incorrect citations
- they serve as a source of information about the holdings of specialized collections (e.g. nursing, oncology, etc.)
- they supply interlibrary loan locations for old, obscure or non-biomedical journals
- they are a source of SERLINE UI
- they assist in identifying locations for non-DOCLINE ILL requests
- they furnish a reference source for constructing DOCLINE routing cell tables
- they furnish a reference source for locating libraries who may wish to receive discarded titles

To avoid incurring a referral charge on non-DOCLINE loans, always note which locator tools were used on the interlibrary loan request.

The following regional serials locator tools are approved for use in the New England Region Document Delivery network.

## 1. UCMP (Union Catalog of Medical Periodicals)

The UCMP database was developed and is maintained and distributed by the Medical Library Center of New York. The database is accessible as an online system (UCMP *ONline*) and as microfiche (UCMP *Quarterly*). It is the established regional list of serial holdings for the New England Region and is exemplary in the level of reporting detail.

UCMP contains over 77,000 main entries and includes many health and allied science titles not listed at NLM. Holdings from more than 750 New England and Middle Atlantic Region libraries are listed, including all the New England Resource Libraries, as well as the Area and Resource Libraries in Region 1. In the online system, updating takes place in real time, and holdings changes are effective immediately for the updating library, as well as for other online participants. The online system provides multiple access points for retrieving library, holdings, and journal data. In addition, users maintain their own tables for the display of libraries in the holdings search function.

The complete database is published as the *UCMP Quarterly* microfiche, with issues covering January/March, April/June, July/September, and October/December. Each issue of the microfiche cumulates and supersedes all previous issues. Libraries are grouped by state, and listed within states by their 3-letter SERHOLD code assigned by NLM. Each entry lists the consortia to which the library belongs, as well as full holdings information.

UCMP serves as the primary locator tool for the New England Region health sciences libraries. Libraries which list their holdings in UCMP are considered participants. Libraries that do not list their holdings are called nonparticipants. Participants as well as nonparticipants may subscribe to the online system or microfiche product for a fee. There is an annual price reduction for participating libraries. Rates are available upon request from MLCNY.

## 2. SERLINE

SERLINE is the National Library of Medicine's serials database and includes over 78,000 serial titles.

SERLINE can be used as an online locator tool for interlibrary loan. The database includes location fields (11, 12, 13, 14, 15, 16, 17, and 18) where the SERHOLD symbols of holding libraries appear. The holding libraries are limited to approximately 160 predominantly resource libraries nationwide, and no holdings statements or other information about the holdings are shown.

For example, to locate the journal *Chemical Research In Toxicology* in SERLINE:

Once you have logged into MEDLARS, type file serline and you will be connected to SERLINE. Below is a sample session with user input in bold and notes in italics.

PROG:  
YOU ARE NOW CONNECTED TO THE SERLINE FILE.

SS 1 /C?

USER: **(ta) chem res toxicol** *(this is looking for the beginning of each word in the title in the title field)*

PROG:  
SS (1) PSTG (1)

SS 2 /C?

USER: **prt compr** *(this is the print command to look at the record in compressed format)*

PROG:

1  
TI - CHEMICAL RESEARCH IN TOXICOLOGY  
FL - 1N1,JAN/FEB 1988--  
PL - WASHINGTON DC  
GN - FREQUENCY VARIES. SOME ISSUES ACCOMPANIED BY SUPPLEMENTARY  
MATERIAL ON MICROFICHE. ISSUES FOR <1994-> PUBLISHED WITH THE  
COOPERATION OF THE INTERNATIONAL SOCIETY FOR THE STUDY OF  
XENOBIOTICS.  
IS - 0893-228X  
CA - W1 CH262  
UI - SR0060455

SS 2 /C?

USER: **prt L8** *(Prt is the print command and L# command is used to list locations in a particular region. In this case New England, Region 8.)*

PROG:

1  
L8 - 08BRN 08CON 08MAS  
*(The 08 indicates Region 8 and is followed by the SERHOLD codes for Brown University, University of Connecticut Health Center and University of Massachusetts Medical Center. These places carry this title.)*

SS 2 /C?

USER: **prt L1** *(This is the command to list the locations in the Middle Atlantic Region, Region 1.)*

PROG:

1  
L1 - 01AEB 01CPS 01HER 01JEF 01NUM 01ROC  
*(The 01 indicates Region 1 and is followed by the SERHOLD codes for Albert Einstein College of Medicine, Columbia University, Hershey Medical Center, Thomas Jefferson University, NY University Medical Center and University of Rochester School of Medicine.)*

**SERLINE lists only the three-letter SERHOLD code. Institutional names have been added to provide ease in reading.**

For additional information on the *UCMP Quarterly*, and New England Region SERHOLD, please contact: The Medical Library Center of New York at (212) 427-1630.



### 3. OCLC

The OCLC (Online Computer Library Center) database permits retrieval of journal and monograph holdings for its members. The OCLC database is an acceptable locator tool for the New England Region. The following illustrates the OCLC locator screen.

ALL LOCATIONS - FOR OTHER HOLDINGS DISPLAYS ENTER dhs, OR dhr, DISPLAY RECD, SEND; FOR BIBLIOGRAPHIC RECORD ENTER bib, DISPLAY RECD, SEND

STATE	LOCATIONS	
CA	CPD	<i>(Palomar Community College)</i>
IN	IDU ISO	<i>(DePauw University, St. Joseph County Pub. Lib.)</i>
KS	KKM KKV	<i>(No. Central Kansas Lib., Southwest Kansas Lib. Sys.)</i>
KY	KLG	<i>(University of Louisville)</i>

If you want regional listings, than try:

CT	UCH	<i>(University of Connecticut Health Center)</i>
MA	TFH WQM	<i>(Tufts University Medical, Univer. Massachusetts Med.)</i>
NH	DRB	<i>(Dartmouth College)</i>
NY	SSB	<i>(SUNY at Stony Brook Medical)</i>

**Note:** OCLC lists on the three-letter OCLC code. The codes can be searched on the OCLC subsystem in the Name-Address directory, or on the Internet at:  
<http://www.oclc.org/oclc/forms/pisearch.htm>

### 4. RLIN

RLIN (Research Libraries Information Network) provides location sources for its members. Only research libraries are permitted to join its network. RLIN is an acceptable locator tool for the New England Region. The following illustrates an RLIN record.

Current work in the history of medicine.

no. 1- Jan./Mar. 1954-

London, Wellcome Institute for the History of Medicine.

v. 21 cm.

Quarterly.

ISSN 0011-3999

I. Medicine--History--Bibliography. I. Wellcome Institute for the History of Medicine. II. Wellcome Historical Medical Library

LCCN: 621403

L.C. CALL NO: R131.A1.C8

ID: CTYM88-S482

CC: 9661

DCF:

CALL: ZR1`31.C\*



## IV. VERIFICATION

All interlibrary loan requests should be verified before they enter the interlibrary loan system. Verification includes ensuring that the author, title, journal, volume, issue, and page numbers are all correct. The locator tool or source used for the verification should be noted on each interlibrary loan. (See Section X, Burdick). INTERLIBRARY LOANS WHICH ARE NOT VERIFIED MAY BE RETURNED AS UNFILLED BY THE LENDING LIBRARY.

When a librarian is unable to verify an ILL, all sources which have been used to attempt the verification should be listed (e.g., *Index Medicus*, *CINAHL*, MEDLINE, CANCERLIT, *PsychInfo*, etc.). Lending libraries will attempt to fill the loan from the citation given on the ILL request. Potential lending libraries are under no obligation to look further than the information provided on the ILL request. The potential lending library may reject any loan which is unverified and cannot be filled with the information given.

Different types of verification tools are available for different materials. A list of reference tools and online databases commonly used for verification appears below:

### FOR JOURNAL ARTICLES:

Biological Abstracts	Hospital Literature Index
BIOSIS PREVIEWS	Index to Dental Literature
CANCERLINE	Index Medicus
CA SEARCH	International Nursing Index
Chemical Abstracts	Internet Grateful Med
Cumulated Index to Nursing & Allied Health Literature	MEDLINE (Direct)
Excerpta Medica	Psychological Abstracts
Grateful Med	Pub Med
HealthSTAR	TOXLINE

### FOR MONOGRAPHS OR AUDIOVISUALS:

AVLINE	Medical and Health Care Books and Serials in Print
Books in Print NLM	Audiovisuals Catalog
CATLINE	OCLC
Cumulative Book Index	RLIN



## V. THE INTERLIBRARY LOAN REQUEST

### A. DOCLINE

DOCLINE is the automated interlibrary loan request and referral system developed by NLM. The system was created to fill an immediate need for improved service to the health professional by the electronic routing of ILL requests throughout the NN/LM network.

The National Library of Medicine has prepared a very complete and detailed *DOCLINE Manual*. This *Manual* and its updates are sent to all DOCLINE libraries. The format, information and standards presented in the *Manual* are the ones adhered to in the New England Region. The Network Coordinator is available in the New England Region to answer DOCLINE questions, 1-800-338-7657. DOCLINE questions may also be directed to NLM's Collection Access Section. DOCLINE desk hours are: Monday-Friday 7:00 a.m.-10:00 p.m. (Eastern time) and Saturday 7:00 a.m.-5:00 p.m. (Eastern time), 1-888-346-3656.

Interlibrary cooperation involves the adherence of each participant to standards of performance. The standard of performance for DOCLINE is the adherence by each DOCLINE library to the signed Memorandum of Understanding and the National Network of Libraries of Medicine New England Region Document Delivery Plan. (See Appendix A). It is expected that all New England Region DOCLINE librarians comply with the Document Delivery Plan. In this Plan, each DOCLINE library is expected to be both a borrower and a lender. However, there are exceptions for a library with a small collection. Each DOCLINE library is strongly encouraged to log on and remove loans from DOCLINE on a daily (Monday-Friday) basis. However, there are exceptions for libraries with reduced hours and small collections

For librarians who work part-time, go on vacation, are absent from work or encounter any other short-term problem that would prevent them from receipting their DOCLINE loans, they are encouraged to have a DOCLINE "buddy". Your DOCLINE buddy is a library that would log into DOCLINE using your password and userid and then reroute your loans using the OTH (Other) option. This will allow the loans to move along in the system without sitting for one full working day before the Time-triggered action in DOCLINE reroutes the non-receipted loan automatically.

#### 1. Borrowing

Automatic routing of requests is a major advantage of the DOCLINE system. DOCLINE automatically routes interlibrary loan requests following a chart of cells constructed by each individual librarian. There are a potential of 180 cells which can be used resulting in 180 potential lending libraries, all done via computer software. (See Appendix K) After a request is input, the system routes the ILL request to a library on the cell table holding the title. This eliminates the time a librarian traditionally has spent in determining where to send an interlibrary loan.

There is a link between DOCLINE and the MEDLARS® databases MEDLINE®, MEDLINE backfiles, AIDSLINE®, CANCERLIT®, SPACELINE™, HealthSTAR™, HealthSTAR75, PREMEDLINE and OLDMEDLINE as well as CATLINE® and AVLINE®. This link allows a borrowing library to input only the article's unique identifier (UI) number. DOCLINE will automatically fill in the bibliographic data. If the UI is not known, DOCLINE will prompt the

user to input the needed bibliographic data.

DOCLINE chooses a borrowing library from the individual library's cell table, starting with the libraries listed in Cell 1, using a random algorithm. A properly constructed routing cell table eliminates the need to prefix the majority of loans on DOCLINE and equalizes interlibrary loan traffic.

Monograph and audiovisual requests cannot be automatically routed in the 180 cells allowed for serial ILL requests. However, four cells (A-D) have been created in DOCLINE that allow a library to request monographs and audiovisuals from a potential four libraries. The New England Region Office has assigned a Resource Library and the Regional Medical Library to those monograph/audiovisual/non-SERLINE (M/A/N) tables that were empty. This was done to utilize regional resources before the National Library of Medicine, by default is in cell E, gets the request.

Each borrowing library should verify the interlibrary loan request and note the source in DOCLINE's verification field. For example, acceptable verifications include a MEDLINE UI, AIDSLINE UI, CANCERLINE UI, *PsychInfo*, an *Index Medicus* citation that includes a page number, a *CINAHL* written citation that includes a page number, etc. Citations taken from printed bibliographies in journals or monographs, or given verbally by a patron should be verified using an online system or a print index. When the attempt to verify a citation is unsuccessful, this should be noted in the citation field, including the sources the borrowing librarian attempted to use in their verification attempts. Unverified citations are subject to referral fees or rejection by potential lending libraries. (See Section IV.)

## **2. Lending**

It is the responsibility of each receiving library to answer each loan in a timely and accurate fashion. In the Document Delivery Plan, each DOCLINE librarian is strongly encouraged to receipt loans every working day (Monday-Friday). Loans which are not receipted are rerouted to the next potential lending library after one full working day. After a loan is either filled or not filled the action taken is entered into DOCLINE by the lender. DOCLINE then sends notification of a filled request via the DOCLINE software to the borrowing library. Requests which cannot be filled by a potential lending library are automatically sent on to the next library within the borrowing library's routing cell table that owns the requested journal.

The National Library of Medicine uses standard interlibrary loan abbreviations (e.g., NOS, LAC, OTH) for any library to use which cannot fill a loan. Abbreviations are listed in the *DOCLINE Manual*, pages 5-5 & 5-6. The abbreviations allow the borrowing library to know the reason a loan has been rerouted back onto the DOCLINE system. Using appropriate abbreviations for nonfills may also alert the lending library to potential problems in their library's reported holdings. For example:

- the level of the lending library's reported holdings may be at Level X (See Section III.B),
- the lending library's reported SERHOLD holdings to UCMP may not be current, or
- another problem may exist.

Problems which cannot be identified by the lending library should be reported to the New England Region Network Coordinator or the Collection Access Section at NLM to research and resolve.

### **3. Fax Requests Via DOCLINE**

To request a loan be faxed to the library, fax, indicated by F, must be entered at the delivery prompt. This request will then be routed to libraries that report to carry the item and can fax it.

DOCLINE looks through the DOCUSER file and will send the fax request to a library which has indicated a “yes” next to "routinely faxes" field. The New England Region office has updated the DOCUSER records for New England Network Members to indicate yes in this field. If faxing is a problem, please contact the office. Yes does not obligate the library to supply the ILL as a fax, it just acknowledges that you are able to provide it via fax. It is the NN/LM NER position, that all libraries should have "yes" in this field unless the library has no access to a fax machine.

### **4. Statistics**

The National Library of Medicine provides each DOCLINE library with quarterly statistics that report their borrowing and lending patterns. These reports should be used when constructing or revising the DOCLINE routing cell table.

#### *Example A:*

Library A has borrowed 50 interlibrary loans from Library B during a particular year.

Library B has borrowed 10 interlibrary loans from Library A during that year.

Library A may move Library B from Cell 1 to Cell 3 on the DOCLINE routing cell table.

#### *Example B:*

Library A serves a 199-bed hospital. Library B serves a 525-bed hospital.

Library A and Library B are in the same primary consortium.

Library A has 2 journals specializing in pediatrics; Library B has 12 journals specializing in pediatrics.

Library A may place Library B in Cell 3 or Cell 4. Library A does not want to borrow from Library B journals commonly held in health science libraries (*JAMA*, *Annals of Internal Medicine*, etc.).

Annual statistics are provided for each DOCLINE library that list the journals that have been requested and the number of times each library has requested a particular title. These statistics

are provided to assist each librarian with collection development. For example, a library has no holdings for gerontological journals. The library requests articles from *Gerontology* from the last five years more than five times during a particular year. The librarian will want to analyze their patrons' needs and the institution's programs to determine whether their current collection is meeting their patrons' needs. (See DOCLINE Manual, section 13)

## 5. DOCUSER

DOCUSER (**DOC**ument **DEL**ivery **USER**) is a National Library of Medicine database with information about participating network institutions. DOCUSER includes interlibrary loan policy information. DOCUSER provides the librarian with a means to review the ILL information about each participating DOCLINE library. DOCUSER is updated globally from information provided from the network membership database maintained at the NN/LM office. Name and address changes are only made through contacting the Network Coordinator in the New England Region office. The information contained in DOCUSER is always superseded by an individual library's current interlibrary loan policy. It is each individual librarian's responsibility to ensure that their DOCUSER information is current. There is no charge to search the DOCUSER database.

DOCUSER may be accessed to locate information on libraries that are outside the New England Region. For example, to locate information on the library whose SERHOLD Code is **MOJ**:

After logging into MEDLARS, you are by default in the MEDLINE database.  
(User input in bold)

**file DOCUSER**      *[this transfers you into the DOCUSER database]*

**(shid) moj**      *[(shid) indicates you want to search the SERHOLD ID CODE field and are looking for moj]*

**ss (1) pstg (1)**      *[there is one posting for search statement 1]*

**prt compr**      *[the print command and compressed format]*

1  
NA - MISSOURI INSTITUTE OF PSYCHIATRY; LIBRARY ILL  
AD - 5400 ARSENAL STREET ST LOUIS MO 63139  
LB - 63139B  
DU - ACTIVE      *[this indicates they are active in DOCLINE]*

**prt dl**      *[the dl command will provide the detailed record]*

## 6. Access to DOCLINE

DOCLINE now serves almost 3,000 health sciences libraries with computerized interlibrary loan for their biomedical information needs. The National Library of Medicine and the NN/LM NER are encouraging New England health sciences librarians to use the Internet to access DOCLINE.



## **i. Internet**

### *Definition:*

The Internet is an international network of networks that connects computers belonging to governments, academic institutions, businesses, and private individuals. E-mail and the World Wide Web are part of the Internet

Internet DOCLINE ADDRESS:

telnet **medlars.nlm.nih.gov** or **130.14.70.100**

(See Appendix J for a sample logon session)

DOCLINE via the Internet requires either a direct link to the Internet or use of a Internet Service Provider. For information on a Internet Service Provider in your area, look at <http://www.boardwatch.com/isp/usisp.htm> on the Web. Click on the area of the map you're interested in and a list of local ISPs will be provided. You may also call the NN/LM New England office for assistance in locating a ISP at 1-800-338-7657.

### **a. Software**

To use DOCLINE over the Internet, a telnet client is needed. Telnet clients are software programs that allow you to use remote computers as if they were on your desk.

There are many different telnet clients and each may have slightly different features. These clients are available as freeware, as shareware, and as commercial products from computer stores and vendors and have been tested with DOCLINE. The three listed below require minimal configuration and provide a number of features that are especially helpful when telnetting to DOCLINE.

- AnzioWin
- NetTerm
- SmartTerm420

For more information, look at [http://www.nlm.nih.gov/psd/cas/docline/doc\\_telnet.html](http://www.nlm.nih.gov/psd/cas/docline/doc_telnet.html)

If you are using QuickDOC, Jay Daly recommends the following:

Running Windows 3.1-Procomm for Windows  
(for info: <http://www.quarterdeck.com/qdeck.products/>)

Running Windows95-Kermit 95  
(for info: <http://www.columbia.edu/kermit/>)

## ii. FTS2000 dial up

FTS2000 is the AT&T service used to connect to the National Library of Medicine MEDLARS system. Your communication settings must be set at 7 data bits, even parity, 1 stop bit, and full duplex. FTS2000 works with 1200, 2400, and 9600 baud rate.

- Dial **1-800-525-0216**
- Press **<Enter>**
- At the login prompt, type **nopass**
- You're then connected to MEDLARS. Type **d** to enter DOCLINE followed by your userid and password.

## 7. QuickDOC

"A program for Off-line Data Entry and ILL File Management in the DOCLINE System".

QuickDOC is a program for IBM (& compatible) microcomputers that provides for total management of DOCLINE (and Non-DOCLINE) interlibrary loan activity at the local level. It coordinates automatic sending and receiving of DOCLINE activity, tracking Request Numbers for updating and searching, and providing reports for both current and retrospective ILL data.

Features:

1. Creates DOCLINE BORROW Requests and other e-mail requests off-line, for automatic (or manual) uploading to DOCLINE or other e-mail system. Can import ILLs for UCMP Online and export transaction data to the Region 8 EFTS System.
2. Automatically downloads Incoming (RECEIPT) Requests (and LDX requests) to a file for off-line printing; remembers and displays all Request Numbers and LIBIDs so you don't have to; prompts the operator to process Incoming Requests promptly, and then updates the LEND function on DOCLINE for all processed requests, eliminating duplication; tracks all Lender/Borrower data. A batch method for Filled Requests will automatically file requests in the backfile and prepare DOCLINE notification—removing requests from the "Active" file—with four keystrokes.
3. Provides a locus for managing all Ill activity (non-DOCLINE requests are keyed in):

DOCLINE, Mail, Telephone, E-Mail, Other (OCLC, RLIN, etc.), LDX, FAX, Ariel

with comparative statistics. Keeps files on Patrons, Departments and Cost Centers, Lenders and Borrowers and on cumulative ILL activity. Creates Reports on Lenders/Borrowers, Patrons, Departments, Requests Outstanding, Journal Titles and Years, and prints Bills/Reports for Patrons or Departments as desired.

[A separate BILLING Program is available; it uses the normal QuickDOC backfiles for printing Invoices and Statements on demand, used for billing Borrowing Libraries.]

4. Using the ProComm Communications program (Shareware Version 2.4.2 (provided) or ProComm Plus 2.x or greater—DOS or Windows versions), QuickDOC automatically handles each DOCLINE session, with no operator intervention (except for TIKEY choices), dialing, logging on, conducting the session, returning to the QuickDOC environment for all printing, etc. Internet access via automatic telnet session using MS-Kermit Version 3.14 or greater (available via ftp), ProComm Plus for Windows Version 3 or greater, or Kermit95.

#### System Requirements:

IBM PC, XT, AT, PS/2 or compatible with Hayes-compatible modem, or TCP/IP Direct connection, or SLIP/PPP with ProWin3,4 or Kermit 95,512K RAM (640K is best), DOS 2.x or greater (3.x for easiest use), and printer, QuickDOC is a DOS program, but runs in all versions of Windows. [LANs work best if the ILL workstation has a modem & printer.]

For more information, contact:

Jay Daly  
QuickDOC  
45A Mason Terrace  
Brookline, MA 02146  
Tel: (617) 734-0918  
Fax: (617) 734-3154  
jay@bidmc.harvard.edu

## **8. Training**

There are opportunities for training in use of the DOCLINE system.

### **i. DOCLINE Tutorial & Reference CD-ROM**

The NN/LM NER has developed a CD-ROM tutorial for DOCLINE. The program runs on any PC running Windows and has a CD-ROM drive. It is an easy to use hands-on interactive program that simulates the "online" experience. The self paced program allows the user to "do DOCLINE" until they feel comfortable enough to actually go online. The tutorial was sent to all Network Members in the New England Region in the Fall of 1997. If you'd like to get a copy of the program, contact the NN/LM office at 1-800-338-7657.

### **ii. NN/LM Office**

The NN/LM Office provides technical support and training for DOCLINE. Contact the Network Coordinator with questions or perhaps to arrange a training workshop. 1-800-338-7657 or 1-860-679-4500.

4	Date of Request 1	Not Needed After 2	Requestor's order no. 3	
CALL NO 5	6			
For use of 7		Status 8	Dept. 9	
Book author: OR periodical title, vol. and date 10				
Book Title, edition, place year series OR periodical author, title, pages 11				
<div style="display: flex; justify-content: space-between;"> <span>Verified in: OR, item cited in 12</span> <span>ISBN: OR ISSN, or LC, or OCLC, or other number if known 13</span> </div> <div style="display: flex; justify-content: space-between;"> <span>If non-circulating &amp; cost dues not exceed \$ 14 please supply</span> <span><input type="checkbox"/> Microfilm <input type="checkbox"/> Hard copy</span> </div> <div style="border: 1px solid black; height: 40px; margin-top: 10px; width: 100%;">15</div>				
Request complies with 16		AUTHORIZED BY (full name) 17		
<input type="checkbox"/> 108 (g)(2) Guidelines (CCG) <input type="checkbox"/> other provisions of copyright law (CCL) TITLE 18				

Request for ☐ LOAN ☐ PHOTOCOPY 19

According to the ALA Interlibrary Code

**REPORTS:** Checked by

SENT BY: ☐ Library rate ☐

Charges \$ \_\_\_\_\_ Insured for \$ \_\_\_\_\_

Date sent 20

**DUE** \_\_\_\_\_

RESTRICTIONS ☐ For use in library only

☐ Copying not permitted ☐

21 ☐ In Use

**NOT SENT BECAUSE:** ☐ Not Owned

☐ Non Circulating

☐ Request of \_\_\_\_\_

Estimated Cost of: ☐ Microfilm \_\_\_\_\_

☐ Hard Copy \_\_\_\_\_

**BORROWING LIBRARY RECORD:**

Date received \_\_\_\_\_

Date returned \_\_\_\_\_

By ☐ Library rate ☐ \_\_\_\_\_

Postage enclosed \$ \_\_\_\_\_ Insured for \$ \_\_\_\_\_

RENEWALS: ☐ No renewals

Requested on \_\_\_\_\_

Renewed to \_\_\_\_\_

(for period of renewal)

## B. Mail

All interlibrary loan requests must be typed on an ALA or IFLA Form. Any handwritten form may be returned unfilled.

### 1. Preparing the ALA Form

Numbers shown on sample form above must be filled in.

1. Date the request form is prepared. Include month, day and year.
2. Fill in the deadline for loan, if applicable.
3. Assign an in-house order number if you use them.
4. Put any remarks in here.

Note which New England Region locator tools you have used. Be specific and include page numbers and volume of print indices.

Utilizing locator tools avoids referral charges and follows the spirit of cooperation needed for an effective interlibrary loan network. Absence of a locator tool may result in your request returned to you unfilled resulting in unnecessary delays.

It is important to note any referral preferences on your requests to eliminate any guessing on the part of the receiving library. To make sure a Resource Library complies with your wishes, indicate "DO NOT REFER", "DO NOT REFER TO NLM" or "PLEASE REFER" at the top of the ALA form or in the notes section.

If you want another PAL to refer your mail request on to another library, you must type in the SERHOLD mnemonic of the other holding libraries on the form. PALS are not required to refer loans.

5. If a complete call number is available, it should be noted.

NLM uses call numbers on periodicals, and you must include the NLM call number on the form if you go directly to NLM, or if the form may be referred to NLM. Call numbers can be verified in CATLINE and SERLINE.

6. Enter LIBID and complete name and address of your institution.

A LIBID is a Library Identification Code assigned by the National Library of Medicine or the NN/LM-NE Region Office. The LIBID is placed above or next to the institution's name and address. Use the LIBID on all requests.

*7-9. Identify borrower for your in-house use. (OPTIONAL to include this information)*

7. Patron's name.

8. Patron's status (RN, MD, Ph.D., LPN, Libn., etc.)

9. Department - Use the name of the patron's department or the patron's beeper number.

10. Enter the appropriate citation information.

Monograph author:

The name of the author of the monograph should be entered in the following order: last name, first name, and the middle initial. If there is more than one author, "et al" should follow the full name of the first author. For a corporate author, use the full name of the group or society as it appears in the citation.

Journal title, volume, issue and date:

List the full journal title or use the abbreviation from the *List of Serials for Online Users* or in

*Index Medicus*. (e.g. the abbreviation for *Medical Research Council Special Report Series (London)* is Med Res Counc Spec Rep Ser Lond).

11. Monograph title, edition place and date of publication:

Note the full title of the book or audiovisual program. Do not abbreviate. For long titles, type in the first few unique words and indicate continuation by three periods. The edition, if one is mentioned, should follow the title. Next list the place of publication, and the date of publication. (e.g. Library Cooperation and Networks... New York, 1991.)

Journal author, title and pages:

For an article, list the author's full last name, first name and initials. For long titles, put the first few unique words in the title and indicate continuation by three periods. Pages for both the beginning and end of the article should be noted. (e.g. Guthrie, Lawrence S. An Interlibrary Loan System...59-61.)

12. List the complete bibliographic source of citation.

All interlibrary loan requests should be verified before they enter the document delivery system. Verification includes ensuring the author, title, journal, volume, issue and page numbers are all correct.

13. List the reference numbers, if known.

Online databases such as MEDLINE, and the online union catalogs (such as RLIN and OCLC) assign a unique accession or control number to each citation. This number should be noted in the reference number space. For example, UI 9027332.

14. Indicate the maximum price you are willing to pay for the loan.

15. Include complete address of lending library.

Use the complete address of the library to which you will be sending the request. (See Appendix C and Appendix D for addresses of New England-Middle Atlantic Region Resource and Area Libraries.)

16. Check the appropriate copyright compliance box.

Check the box indicating compliance with either the Copyright Law (CCL) or the Copyright Guidelines (CCG). (See Section VIII for more information on copyright.) Requests which do not include this information may be rejected by the receiving library.

17.-18. Sign the form.

The person authorized to request interlibrary loans must sign the form and include his/her official

title.

19. Check appropriate format indication.

Check one box only. If you are requesting a monograph or an audiovisual, check the box marked "Loan". If you are requesting a photocopy of an article or part of a book, check the box marked "Photocopy".

20-21. The lending library should enter complete and accurate information:

- Date loan request is received
- Date loan request is answered and mailed
- Reason the request is not filled

**C. Fax**

The National Library of Medicine will fax articles on both an emergency and a non-emergency basis. (See Section II.D.1.iii and Section V.A.3.) There is a \$9.00 interlibrary loan charge plus a \$3.00 surcharge for the fax and \$10.00 for fill on international requests. NLM's fax number is 301-496-2809.

All New England Resource Libraries will respond to requests to have an interlibrary loan faxed to the borrowing library. All RLs have their fax policies annotated in DOCUSER. When there is a discrepancy between DOCUSER and the RL's printed policy, contact the RL interlibrary loan librarian to verify the current policy.

Many PALs have fax machines and will provide interlibrary loans by fax. PALs should be contacted for individual fax policies.

**D. ARIEL**

Ariel is a document transmission system produced by the Research Libraries Group (RLG). With commercially available computer hardware and Ariel software, you can scan articles, photos, and other documents directly; transmit the electronic images to other Ariel workstations anywhere in the world, using either FTP or e-mail; and print them out on a Windows-compatible printer.

To have a request sent by Ariel, enter A at the delivery prompt in DOCLINE. DOCUSER indicates a library's Ariel address if they participate.

**E. OCLC**

OCLC (Online Computer Library Center) is a library information network. OCLC provides its members with an online system for cataloging, collection development, reference searching, bibliographic verification, and interlibrary loan. In 1992, OCLC had members in 26 countries.

Libraries may join OCLC independently or through regional networks. NELINET (New England Library and Information Network) is the OCLC regional network for the New England states. NELINET is a member-owned, member-governed cooperative of more than 500 academic, public, and special

libraries in the six New England states.

NELINET, Inc.  
2 Newton Executive Park, Suite 200  
Newton, MA 02162  
(617) 969-0400 or 1-800-NELINET  
(617) 332-9634 (FAX)  
<http://www.nelinet.net/>

OCLC is an acceptable tool for bibliographic verification and a locator tool for the New England Region. Many New England Region network member libraries are members of OCLC and NELINET and use the networks for some of their interlibrary loan requests.

#### **F. RLIN**

RLIN (Research Libraries and Information Network) began as a shared cataloging system in the late 1970s. The RLIN system serves members of the RLG (Research Libraries Group) which was established in the early 1970s. RLIN provides its members with reciprocal borrowing privileges. It also allows faculty members from member institutions to visit and borrow directly from other member RLG institutions. Brown University, Dartmouth College, and Yale University are members of the RLG in the New England Region.

#### **G. Telephone**

The telephone is still used to request interlibrary loan articles. However, in this technological age, the telephone should be used as a last resort (or when time is of a critical element). The majority of ILL requests should be placed on DOCLINE, faxed or, if necessary, use an ALA form.

Telephone requests follow the same verification standards in existence for DOCLINE and ALA form requests. (*See* Section V.A and Section V.B) The borrowing library should have a full and complete citation ready when the call is placed. The borrowing library should ask the lending library how the lending library would like the interlibrary loan request confirmed. Confirmation policies vary from using DOCLINE, ALA forms, or no follow-up confirmation desired.

#### **H. E-mail**

As the technology has become more prevalent and understood, many libraries have expanded the options available to submit ILL requests. Submitting requests by e-mail is growing in acceptance. Contact the potential lender to inquiry if they accept requests by e-mail and what their policies are concerning it.



## **VI. COST ISSUES**

### **A. Electronic Fund Transfer System (EFTS)**

#### **What is the Electronic Fund Transfer System (EFTS)?**

EFTS is an electronic billing system for interlibrary loan and document delivery charges.

#### **What is the purpose of the EFTS?**

EFTS was created to replace the prepaid coupon system which had been in use in Region 8 with deposit accounts for network member libraries. With EFTS, accounts are electronically debited or credited based on whether a participating library loaned or borrowed an item for a fee. Only transactions for which there is a charge will be included in the EFTS system. Therefore all BHSL and/or consortia transactions provided without cost to the borrowing library will be excluded from the system.

#### **What is an EFTS transaction?**

An EFTS transaction is the filling by one EFTS member of a request made by another EFTS member. Formats may include any or all of the following provided the transaction has a charge associated with it.

- a photocopied journal article
- a book loan
- an audiovisual loan
- other material as appropriate

Only transactions that involve a charge are reported to EFTS.

#### **How does the system work?**

Participants first establish a deposit account at the University of Connecticut Health Center Library. It is recommended to begin with an account balance equivalent to the net amount paid for interlibrary loans [total paid for ILLs minus total received for ILLs] requested through DOCLINE® during the last year or \$100, whichever is greater. Only libraries that charge for transactions will need to submit data to the EFTS system.

When a library charges for a loan, they will submit data to the system and their account will be credited. The library that received the loan, will have their account debited.

There will be two options to submit data to the EFTS system.

1. Submit an ASCII text file of transactions to the system via FTP or dial-up access.  
*Note:* QuickDOC® will automatically create the file and send it to the system.
2. Submit an ASCII text file of transactions on a floppy disk to the office.

### **Can Credit be given for an incorrect bill?**

Yes. QuickDOC gives the option to credit back a library for a request charged in error. If you're not using QuickDOC, then manually add the record to your upload file. The record should be exactly the same as the erroneous one, except substitute a "!" for the "-" in the request number and then add a minus sign in front of the amount in the charge field. For example:

RQNO: HLO-9706014824  
CHRG: 10.00

should become ----->

RQNO: HLO!9706014824  
CHRG: -10.00

Any disputes about charges should be worked out between the two libraries involved as has been done in the past.

### **Can EFTS accommodate charges above the national maximum of \$10.00?**

Yes. Any loan requiring a surcharge for special handling, such as Fax or Rush, can be included in the transaction data file.

### **Can you include non DOCLINE requests in EFTS?**

Yes. Simply add them to the transaction data file and send them to the EFTS server.

### **Can a library be double billed for a request?**

No. The program is designed to check all incoming charges against previous charges made. If a library were to resend a request already credited to their account, it would be pulled out and noted on their error report.

### **Is there a service fee?**

Yes. A service fee of five percent (5%) will be deducted from the lender for each transaction to cover EFTS operational costs. These costs include personnel, postage, photocopying, and computer equipment as well as future enhancements to the system.

### **How often are reimbursement payments made?**

Net lenders receive quarterly reimbursement checks for the amount in their accounts less a minimum balance.

### **Are there account statements?**

Participants will receive a monthly statement indicating activity since their last statement and the balance in their account. Each transaction for which a participant has been credited or debited will be listed on the statement. Accounts should be kept at a \$100 minimum balance.

**How can a deposit account be established?**

Complete and return the EFTS Data and Request Form included in this information packet and a signed copy of the Memorandum of Agreement (See Appendix E) along with a check made payable to UCHC-EFTS, or invoice request to:

University of Connecticut Health Center  
NN/LM New England Region  
263 Farmington Avenue  
Farmington, CT 06030-5370  
Attn: EFTS

**Can a library be invoiced to establish a deposit account if its institution has a policy which does not allow the expenditure of funds to be placed on account for services to be rendered in the future?**

Yes. The library should return the signed Memorandum of Agreement and the Data and Information Request form. Indicate in the place provided on the Data and Information Request Form that an invoice for a specified dollar amount will be necessary.

**Who developed the EFTS system?**

EFTS was a collaborative project involving staff from the NN/LMNER, UCHC Lyman Maynard Stowe Library, University of Connecticut Computer Center and Jay Daly of QuickDOC.

**What was the effective starting date for the EFTS?**

The EFTS became effective on January 2, 1996.

**If a Region 8 library is involved in an ILL transaction with a library from another Region, can the transaction be billed through EFTS?**

Both libraries must be a participant in the EFTS and have deposit accounts established. There are some libraries from outside Region 8 that have EFTS accounts so that interregional ILL traffic can be billed electronically. A list of EFTS participants is available on the NER homepage at: **<http://www.nnlm.nlm.nih.gov/ner>**.

**What happens if a library fills a loan for someone who isn't an EFTS participant?**

The library who fills the loan must then submit an invoice to the borrowing library in the amount due.

**How do participants have input into the operation of the EFTS?**

The RML has established an EFTS advisory committee whose purpose is to promote EFTS usage, evaluate the EFTS operation, and provide recommendations to the RML on policy, procedures and fees. The advisory committee is composed of five network members representing primary access and resource libraries. The advisory committee conducts most of its business through telephone conference calls or e-mail and meets at least once annually. A list of the advisory committee members along with contact

information is available on the NER homepage at: <http://www.nlm.nih.gov/ner>.

### **Where can concerns specific to the EFTS be addressed?**

**Contact:** John Stey (stey@nso.uchc.edu) or  
Ed Donald (donald@nso.uchc.edu)  
NN/LM-NER  
UCHC  
263 Farmington Avenue  
Farmington, CT 06030-5370  
(860) 679-4500

### **B. Double Fills**

A "double fill" will occur when a lending library gets a loan on DOCLINE and fills it. However, if they didn't properly receipt the loan or if they didn't properly update the loan in LEND and the time-triggered actions send the request on to another library who then fills the loan, the original requesting library will now have two copies of the item, a "double fill".

The following protocol should be followed when a double fill occurs and a charge has incurred:

- The borrowing library should notify the first library that failed to respond to the loan. Alert the librarian of the error. The library that fails to update or erroneously updates the record should waive any interlibrary loan fee that they may charge.
- The second lending library should always be paid for the loan, as the loan was received and filled in good faith.

### **C. Regional and National Caps**

Most New England PALs provide local consortium members with free interlibrary loans. Many PALs also maintain reciprocal interlibrary loan borrowing practices with PALs outside the New England Region or with other non-network New England libraries on a no-fee basis.

The New England Region has adopted the NLM maximum interlibrary loan charge of \$10.00 for the photocopy of an article as the regional cap. On October 1, 1996, NLM began charging \$9.00 per article photocopied. Many New England PALs have begun charging for interlibrary loan service, although many charge less than the regional and national cap. Non-NN/LM network members may charge more than the NLM maximum charge for interlibrary loans.

Fax charges may, and often do, exceed the \$10.00 standard interlibrary loan charge. Many RLs charge \$20.00 for a fax. The National Library of Medicine charges \$9.00 plus a \$3.00 surcharge for fax.

There is a regional maximum of \$4.00 allowed for a referral surcharge. (*See* Section II.B.3 and Section II.C.3).

Many libraries also charge for the loan of audiovisuals. \$20.00 is the regional cap for the New England

Region RLs and RML.

The national caps are established following an NLM cost study conducted through the NN/LM regional offices. These national caps for ILLs remain in place until a new cost study is conducted and completed.

#### **D. Invoicing**

If a library does not utilize EFTS to bill for Interlibrary loans, they should invoice borrowing libraries at the time the request is sent or as soon after, as possible. Charging libraries which bill on a monthly invoice basis should notify new borrowing libraries of the billing cycle. It is imperative that invoices contain enough information to enable the librarian to identify the request that is being billed. Basic identifying elements to appear on the invoice include:

- Date of request
- DOCLINE or OCLC request number
- Name of patron

As a courtesy, the bibliographic citation may also be included. Alternatives to detailed invoicing are:

- Including a copy of the loan request with the invoice
- Using a copy of the request as an invoice

(See Appendix F)

Borrowing libraries which pay for interlibrary loans with a check should notify the charging library of their in-house payment cycle so charging libraries will know when to expect payment.

If there are libraries outside of Region 8 that your library does ILL with and there are charges involved, the NER suggests that you contact them and suggest they participate in the Electronic Fund Transfer System. This will allow them to bill for ILLs electronically, eliminating the need to invoice you and you to send them a check.



## **VII. LOANSOME DOC**

### **A. Definition**

Loansome Doc is a document ordering feature linking a Grateful Med user with a health sciences library who has agreed to provide Loansome Doc service. Loansome Doc offers the librarian several advantages. They include receiving a verified citation, receipting the citation at a convenient time, inclusion of the user's name and address, and ILL requests printed on a standard form. The Loansome Doc user is able to submit a document order to a library only after they have a participating library's LIBID. The Loansome Doc user does NOT have access to DOCLINE. They are only able to send requests to their participating library. (See Appendix N.)

### **B. Participation**

Loansome Doc is intended to assist both the librarian and the health professional. There is no national standard set for Loansome Doc policies or charges. (See Appendix O for example of Generic Loansome Doc Fee Schedule.) Each individual library may set their own policies and fee schedules. The New England Region office suggests that when a library provides Loansome Doc service, it has a signed agreement with the health professional laying out the responsibilities of both parties. It may also be advised to include a specified time period in the agreement. (See Appendix P for example of Generic Loansome Doc Registration Form.)

It may be appropriate for libraries with small collections to set up an arrangement with another library for Loansome Doc services.

The New England Region office maintains a list of Loansome Doc participating libraries. There are three levels of service that the library may choose provide.

- Accept Loansome Doc requests from affiliated health professionals.
- Accept requests from nonaffiliated health professionals.
- Accept requests from non-health professionals.

The list is used to refer potential Loansome Doc users to three or four participating Loansome Doc libraries in their geographical area. They can then "shop" them and pick one as their Loansome Doc provider. If a library would like to offer Loansome Doc service at any level, contact the NN/LM New England Office to have their name put on the list.

### **C. Invoicing**

Loansome Doc requests in DOCLINE include both a SHIP TO and a BILL TO address. The SHIP TO address allows the Loansome Doc library to request that the article be sent directly to the health professional. This alleviates a clerical step for the borrowing library. It does require that a lending library which charges for Loansome Doc service submit their bill to the BILL TO address. The BILL TO address is the official address of the borrowing library as maintained in DOCUSER. This field does not change and can only list the borrowing library's address.

Below is an example of a Loansome Doc receipt which should be shipped to Ed Donald but be billed to the NN/LM NER office:

1      **MAIL TO:**

PHONE: (860) 679-4500

ED DONNALD  
NN/LM NER  
263 FARMINGTON AVE  
FARMINGTON CT 06030

GM ID: ABC99



**BILL TO:**

NN/LM NEW ENGLAND REGION  
263 FARMINGTON AVENUE  
FARMINGTON, CT 06030-5370



\*\*\*\*\*

LOANSOME DOC REQUEST

\*\*\*\*\*

LDX-9704170339

RECEIVED: 4/17/97

94272388

TI: BULLETIN OF THE MEDICAL LIBRARY ASSOCIATION

1994

CITATION: 1994 82 (2):176-80 Apr

AUTHOR OR AUTHORS: Lovas I

TITLE OF ARTICLE: A look at LOANSOME DOC service.

VERIF: MEDLINE

HOLDING: Library does NOT own title

COMMENTS: GOOD ARTICLE

DOCLINE: YES

NEED BY: N/A

**UNIVERSITY OF CONNECTICUT RML OFFICE  
FARMINGTON CT**



## D. Loansome Doc Ordering Screens

Grateful Med is available in DOS, Windows, and World Wide Web interfaces. Loansome Doc is available for ordering documents in all of the versions.

In the DOS version, Loansome Doc actions is an option on the main menu. That will then present you with the screen in figure 1. Go to the configure option, and you will get the screen in figure 2.

**Figure 1**

LOANSOME DOC ACTIONS

0 items selected for order  
(Includes 0 items with "hold" status.)

EDIT - Edit order information.  
PRINT - Print before sending orders.  
ORDER - Send orders to your library.  
DELETE - Delete all items.

STATUS - Retrieve Loan Status Report.  
REVIEW - Review the last Loan Status Report.

**CONFIGURE** - Configure LOANSOME DOC.

QUIT - Quit the document ordering program.

You must CONFIGURE Loansome Doc before continuing. <Home=HELP>

USE THE ARROW KEYS TO HIGHLIGHT YOUR CHOICE AND PRESS ENTER

**Figure 2**

LOANSOME DOC CONFIGURATION SCREEN

➡ Use the ↓↑ keys to move among the various selections shown. <Home=HELP>  
➡ Press the **End** key to save your ordering information. <Esc=Cancel>

Delivery Method  Fax Pickup

Delivery Address  
First Name: Ed Last Name: Donnald  
Organization: NN/LM NER  
Street Address: 263 Farmington Ave  
City: Farmington  
State: CT Zip: 06030-5370  
Phone Number: 860-679-4500 EXT  
Fax Number: 860-679-1305 EXT

Ordering Library ID: 06030x Document Ordering: On Off

Fill orders using additional libraries if necessary?  No

Press <Ins> to toggle the Delivery Method...

The user then needs to fill in their name and address, the LIBID of their Loansome Doc provider and whether other libraries should be used to fill the request if the Loansome Doc provider can't.

In the Windows version, the user will want to go to the menu Preferences and choose Loansome Doc(ument) Ordering. This is shown in figure 3. Then the user needs to fill in the information shown in figure 4, including the libid of the library with which they have made a Loansome Doc agreement.

Figure 3

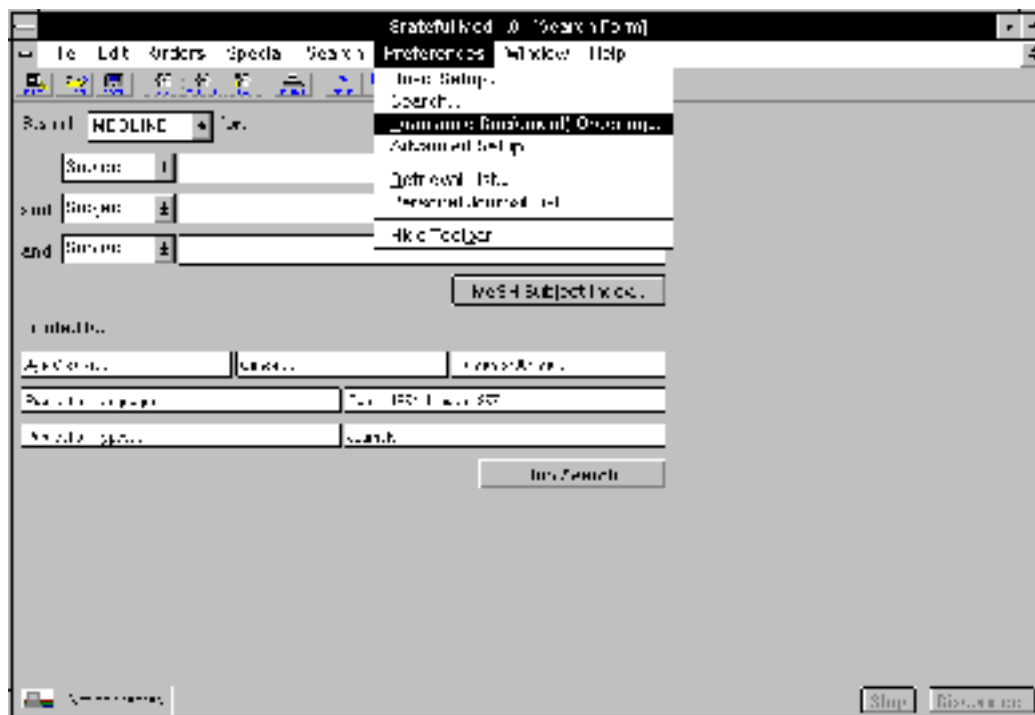


Figure 4

Loansome Doc Ordering Preferences			
Edit Help			
<b>Addresses and Phone Numbers</b>			
First Name:	Ed	Last Name:	Donnald
Address:	NN/LM NER		
Address:	263 Farmington Ave		
City:	Farmington	State:	CT
Country:	U.S.A.	U.S.A.	Zip Code:
Phone:	(860) 679-4500	Fax:	(860) 679-1305
Internet:	donnald@nso.uchc.edu		
<b>Order Processing</b>			
Library ID:	06032x	Delivery Method:	Mail
<input checked="" type="checkbox"/> Try other libraries if needed			
Comments:	Comments Go Here		
Save		Cancel	

In the Internet Grateful Med interface, the articles will have been marked in the check box to the left of the citation and then the user needs to click on the Order Documents button in the top middle row of commands, see figure 5.

Figure 5

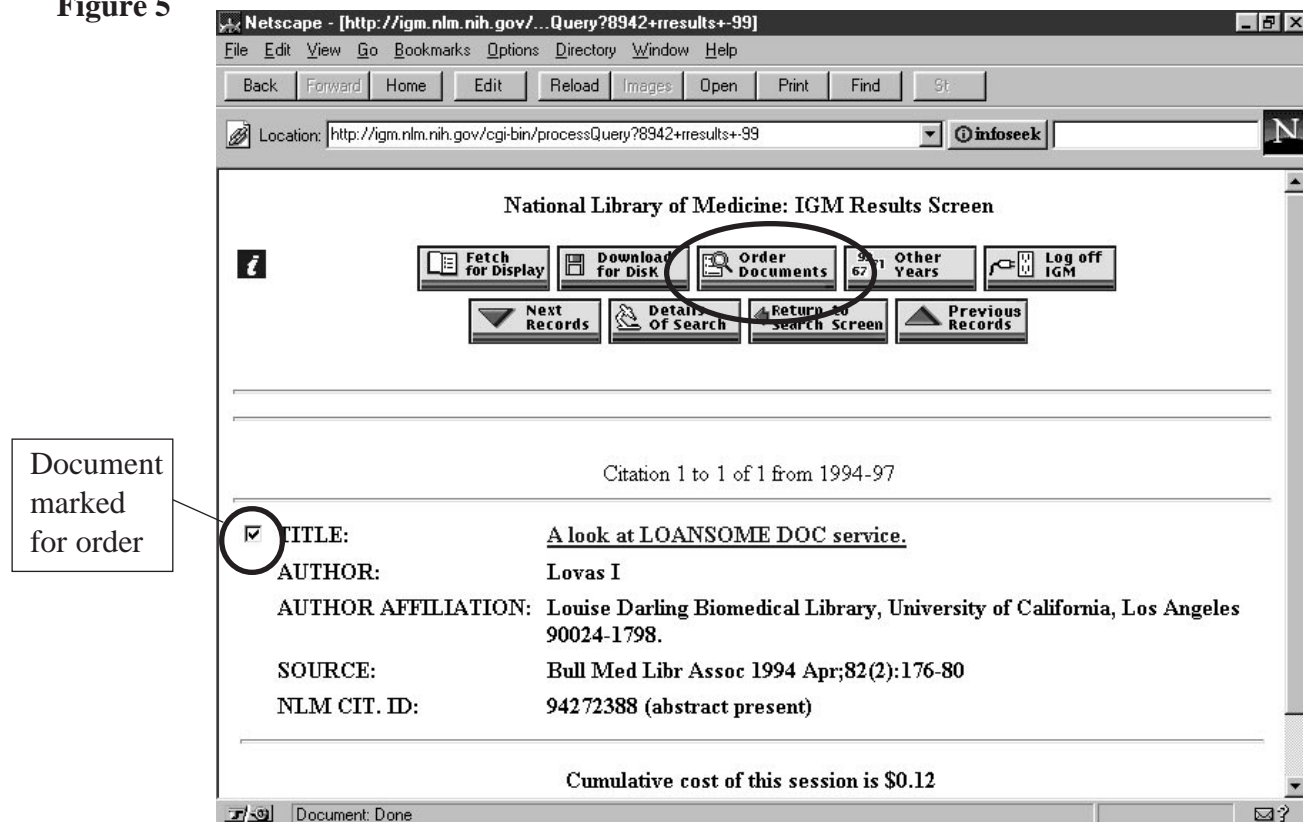
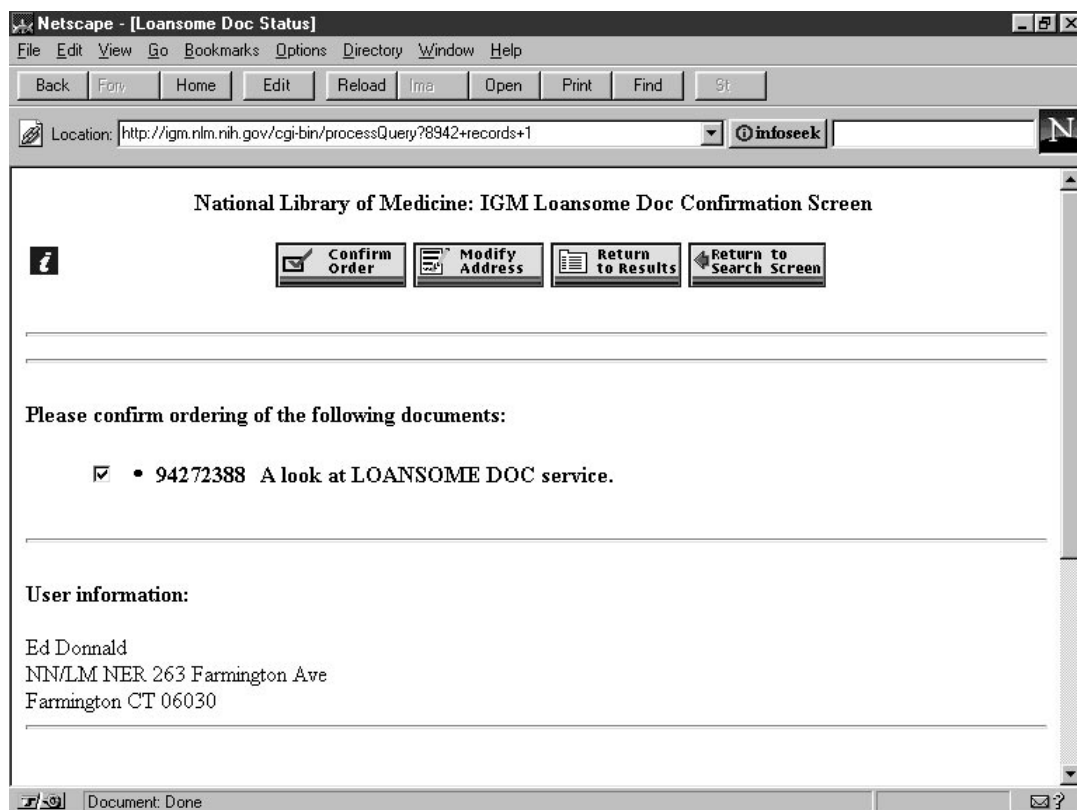


Figure 6



The user will then be prompted to confirm the order before it is sent. By choosing the Confirm Order button, see figure 6, the request will be sent to the Loansome Doc service providing library. To configure the address, the user will need to click on the Modify Address button and fill in the information as shown in figure 7.

Figure 7

**Netscape - [Loansome Doc Modify Setup]**

File Edit View Go Bookmarks Options Directory Window Help

Back Forward Home Edit Reload Images Open Print Find Stop

Location: <http://igm.nlm.nih.gov/cgi-bin/processQuery?27487+records+1> infoseek N

**i Enter delivery address for requested documents:**

First Name	<input type="text" value="Ed"/>	Last Name	<input type="text" value="Donnald"/>
Address	<input type="text" value="NN/LM NER"/>		
Address	<input type="text" value="263 Farmington Ave"/>		
City	<input type="text" value="Farmington"/>	State or Province (Canada)	<input type="text" value="CT"/>
Country (Leave blank for U.S. or Canada)	<input type="text"/>	Zip or Mailcode	<input type="text" value="06030"/>
Phone	<input type="text" value="(860) 679-4500"/>	Fax	<input type="text" value="(860) 679-1305"/>
Internet Address	<input type="text" value="donnald@nso.uchc.edu"/>		
Ordering Library ID	<input type="text" value="06032x"/>		
Delivery Method	<input checked="" type="radio"/> Mail <input type="radio"/> Fax <input type="radio"/> Pickup <input type="radio"/> Other		
<input type="checkbox"/> Fill orders using additional libraries if necessary			
<input type="text" value="Comments Go Here"/>			

Document: Done

## VIII. COPYRIGHT

### A. Description

The borrowing library is responsible for ensuring that an interlibrary loan request complies with the Copyright Act of 1976 (Title 17 of the United States Code) and the accompanying Commission on New Technological Uses of Copyrighted Works (CONTU) Guidelines for the Proviso of Subsection 108(g)(2). DOCLINE requests must include a note of either G (CCG) or L (CCL) in the copyright field. For ALA mail requests, the requesting library must check one of the two compliance code boxes in the lower left-hand corner of the ALA-approved standard interlibrary loan form in order to assure the lending library that there is compliance.

**1. CCG (Complies with Copyright Guidelines)** applies if the journal was published within the last five years and the request meets one of the following criteria.

- During the present year, there have been no more than five requests for articles from that journal title, for the last five years by publication date;
- A subscription to the journal has been ordered; or
- The library has a subscription, but the needed issue is missing, damaged, or at the bindery.

**2. CCL (Complies with Copyright Law)** applies if the request conforms to one of these rules:

- the material is for an individual user and cannot be obtained at a fair price;
- the material is for a teacher who has complied with “Agreement on Guideline for Classroom Copying” (pages 16-17 of *The Copyright Law and The Health Sciences Librarian*; (See Medical Library Association, Suggested Readings);
- the requesting library believes the item is within “fair use” (see below);
- the material is from a journal which has a publication date not within the previous five years;
- the material is for the library and replaces damaged or destroyed materials which cannot be purchased at a fair price;
- the requesting library believes reproduction would be “fair use”.

## **B. Fair Use**

Congress codified fair use in section 107 of the Copyright Act of 1976, which allows reasonable use of a work without permission for specified purposes, including scholarship, teaching, and research.

Factors constituting fair use. To promote the advancement of knowledge, the copyright law seeks to balance the rights of the author or owner of a work and the rights of users. Four factors determine what constitutes fair use:

1. The purpose and character of the use, including whether it is for commercial or nonprofit educational purposes. MLA supports the provision of the statute which justifies certain uses, including photocopying, for the purposes of scholarship and research. Students or scientists may copy articles for their own use and librarians are permitted to make one copy of an article for a user upon a signed request adjoining the copyright statement. Before the photocopier existed, people took notes from books and journals by hand, considered a fair use at the time. MLA recognizes that the photocopier merely makes the process easier; it does not affect the inherent "fairness" of the use or the right of the user to copy material. MLA maintains that it is the librarian's responsibility to inform users of this right.
2. The nature of the copyrighted work. Legal consideration of this factor sometimes takes into account whether a work is published or non-published, and whether it is fact-based vs. non-fact-based. In the health sciences, librarians deal primarily with published, copyrighted materials (e.g., books and journals) which may be copied to support scholarship, teaching, research, and patient care. Unpublished works, such as personal correspondence and diaries, typically are not used to support these purposes in the health sciences.
3. The amount and substantiality of the portion to be copied as it relates to the work as a whole. This factor typically does not allow a user or a librarian to copy a whole book or an entire issue of a journal, and a library typically may not make multiple copies, except for certain classroom uses. MLA encourages its members to work with their parent institutions to develop clear statements for users on the extent to which materials may be copied.
4. The effect of the use on the potential market or value of the work. The statute provides for consideration of how the use of a work affects the market for the work. Authors of fiction, drama, poetry, or popular nonfiction write so that their works will be read and bring the author a profit. The copyright law protects authors from those who would pirate their works, denying them fair income. Authors of scientific papers, however, do not receive income from their articles. They publish to inform their colleagues, announce discoveries, and often build their reputations by the quality and acceptance of their ideas and claims.

MLA Position Statement *The Copyright Law and Fair Use*; <http://www.kumc.edu/MLA/copyright.html>, 8/8/97

## **C. Warning Notices**

Librarians should have the following stamps/signs to comply with the copyright law:

1. Warning notice to be stamped on the first page of each article photocopied:

NOTICE: THIS MATERIAL MAY BE PROTECTED BY COPYRIGHT LAW (TITLE 17, U.S. CODE)

2. Warning sign to be posted near unsupervised library photocopy machines:

NOTICE: THE COPYRIGHT LAW OF THE UNITED STATES (TITLE 17, U.S. CODE) GOVERNS THE MAKING OF PHOTOCOPIES OF COPYRIGHTED MATERIALS. THE PERSON USING THIS EQUIPMENT IS LIABLE FOR ANY INFRINGEMENT.

3. Warning notice to be included on in-house library request forms for photocopies and for interlibrary loans; and warning sign prominently displayed at the place where photocopy orders and/or interlibrary loan orders for photocopies are accepted:

NOTICE: WARNING CONCERNING COPYRIGHT RESTRICTIONS. THE COPYRIGHT LAW OF THE UNITED STATES (TITLE 17, UNITED STATES CODE) GOVERNS THE MAKING OF PHOTOCOPIES OR OTHER REPRODUCTIONS OF COPYRIGHTED MATERIAL. UNDER CERTAIN CONDITIONS SPECIFIED IN THE LAW, LIBRARIES AND ARCHIVES ARE AUTHORIZED TO FURNISH A PHOTOCOPY OR OTHER REPRODUCTION. ONE OF THESE SPECIFIED CONDITIONS IS THAT THE PHOTOCOPY OR REPRODUCTION IS NOT TO BE "USED FOR ANY PURPOSE OTHER THAN PRIVATE STUDY, SCHOLARSHIP, OR RESEARCH." IF A USER MAKES A REQUEST FOR, OR LATER USES, A PHOTOCOPY OR REPRODUCTION FOR PURPOSES IN EXCESS OF "FAIR USE", THAT USER MAY BE LIABLE FOR COPYRIGHT INFRINGEMENT.

THIS INSTITUTION RESERVES THE RIGHT TO REFUSE TO ACCEPT A COPYING ORDER IF, IN ITS JUDGMENT, FULFILLMENT OF THE ORDER WOULD INVOLVE VIOLATION OF COPYRIGHT LAW.

#### **D. Copyright in the 1990s**

Technology developed in the 1980s has brought to the forefront discussions of copyright law and 1990s programs. For electronic document delivery programs, such as Loansome Doc, each registration form should include the copyright compliance statement. The New England Region office recommends that Loansome Doc providers also include a time frame on their registration form. When the time frame has expired, the Loansome Doc individual then has an opportunity to review the terms of copyright compliance.

#### **E. Copyright Payments To a Publisher**

Any library which exceeds Sections 107 and 108 of the copyright law may pay each individual publisher for the royalty fees owed. The librarian is responsible for contacting and making arrangements with each individual publisher for fee payment. Typically, it is also the librarian's responsibility to calculate the royalty fees owed.

#### **F. Document Delivery Providers**

Commercial document delivery providers will supply articles to an individual library on a fee-for-service basis. The primary function of such a service is to secure documents in a short time frame and is typically an expensive option (\$24.00 per loan is not unusual). However, included in the cost of each loan is the commercial document delivery provider's royalty payment to each publisher.

## G. Copyright Clearance Center

The Copyright Clearance Center (CCC) was established as a result of a Congressional recommendation to provide assistance in complying with copyright law. CCC's Transactional Reporting Service (TRS) allows users to make photocopies and report the copies that exceed the Sections 107 and 108 exceptions in the copyright law. CCC will calculate the royalty fees and bill the user. The royalty fees are set by individual publishers, **not** by the CCC. CCC pays publishers annually for the royalty copies made.

CCC has a onetime registration fee of \$30.00. Upon returning a registration form (*See Appendix I*), an account number is assigned and the *Catalog of Publisher Information (COPI)* is sent. An annual service fee of \$75.00 provides a library with account maintenance and two issues of the *COPI*. Single issues of *COPI* may be purchased for \$42.00 each.

Registration with the CCC provides a central authorizations service to photocopy users for titles registered in the CCC system. More than 1,500,000 titles are covered including the areas of: medical, technical and scholarly journals, trade journals, business magazines, books, newsletters, proceedings and papers.

New England libraries that only need the CCC on an infrequent basis should contact them for further information regarding how to obtain authorizations on an as-needed basis.

Copyright Clearance Center, Inc.  
Transactional Reporting Service  
27 Congress Street  
Salem, MA 01970  
Phone: (508) 744-3350  
Fax: (508) 741-2138



## IX. GLOSSARY

### AL

**Area Library.** Middle Atlantic Region library which has signed a Letter of Understanding with the New York Academy of Medicine to provide ILL services for the New England-Middle Atlantic Regions.

### AHA

**American Hospital Association.** The American Hospital Association (AHA), a not-for-profit organization, serves as a national advocate for hospitals, health networks, and the patients they serve; provides education and information for its members; and informs the public about hospitals, health systems, and health care networks.

One North Franklin  
Chicago, IL 60606  
(312) 422-3000

### ALA

**American Library Association.** The mission of the American Library Association is to provide leadership for the development, promotion, and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.

50 East Huron Street  
Chicago, IL 60611-2795  
(312) 944-6780  
800-545-2433  
Fax: 312-944-9374  
ala@ala.org  
<http://www.ala.org>

### AN

**Accession Number.** Control number assigned to each citation in many online databases, such as MEDLINE.

### AV

**Audiovisual.** Material used to learn or teach using sound and sight. Can be in a various of formats including video cassettes, audio cassettes, film strips and computer software.

### AVLINE

**AudioVisuals OnLINE.** One of the many online databases available through NLM's MEDLARS computerized system - an online computer file of audiovisuals.

**Ariel**

Ariel is a document transmission system produced by the Research Libraries Group (RLG). With commercially available computer hardware and Ariel software, you can scan articles, photos, and other documents directly; transmit the electronic images to other Ariel workstations anywhere in the world, using either FTP or e-mail; and print them out on a Windows-compatible printer.

**Batch Processing**

In interlibrary loan, a set of loans to be processed in a single session.

**BHSL**

The Basic Health Sciences Library (BHSL) Network for the New England Region and the Middle Atlantic Region is a consortia that shares ILL with amongst its members without charge.

**CA**

**Chemical Abstracts.** Print index published by Chemical Abstracts Service (CAS).

**CATLINE**

**CATalog OnLINE.** A monograph database available through NLM's MEDLARS computerized system. Provides cataloging information on biomedical monographs; includes call numbers of monographs held at NLM.

**CCC**

The Copyright Clearance Center provides assistance in complying with copyright law. (*See VIII.G, See also Appendix I*)

**CCG**

Complies with Copyright Guidelines. One of two copyright compliance statements used on ILL requests.

**CCL**

Complies with Copyright Law. One of two copyright compliance statements used on ILL requests.

**DOCLINE**

The National Library of Medicine's (NLM) automated interlibrary loan (ILL) request routing and order referral system. The system was developed to improve document delivery service by linking holdings of over 2,800 libraries and routing the ILL requests quickly and efficiently throughout the National Network of Libraries of Medicine (NN/LM).

**Document Delivery**

A system which provides a health care professional with information through either photocopies of an article, or the loan of monographs or audiovisuals.

**DOCUSER**

DOCument Delivery USER is NLM's database containing directory, ILL and network information on more than 13,000 libraries and information related organizations. (*See* Section V.A.5)

**EFTS**

**Electronic Fund Transfer System** A system which replaced coupons for billing of interlibrary loan transactions. Files are sent to University of Connecticut Health Center for processing on a monthly basis.

**E-Mail**

**Electronic mail.** The method of sending messages electronically from one computer to another computer via the Internet.

**Elhill**

Software programs that control the online search portion of the MEDLARS system. A contraction of the name of Senator Lister Hill.

**Fax**

Short for telefacsimile. Transmission of printed words and images electronically over the telephone lines.

**Fill**

In interlibrary loan, to provide another library with a photocopy of a requested article or with the original material in the form of a journal volume or issue, a monograph or an audiovisual.

**FTP**

**File Transfer Protocol.** The Internet standard protocol to move files from one computer to another computer.

**GM**

**Grateful Med.** Enduser software offering either a menu-driven screen or direct option to search MEDLARS developed by NLM.

**ILL**

**Interlibrary Loan.** A library service in which one library provides original materials and/or photocopies of materials from its collection to another library.

**IM**

**Index Medicus.** A comprehensive, monthly subject-author index to articles from over 3,500 international biomedical journals.

**Internet**

The Internet is an international network of networks that connects computers belonging to governments, academic institutions, businesses, and private individuals. E-mail and the World Wide Web are part of the Internet

**IGM**

**Internet Grateful Med.** The World Wide Web interface to search MEDLINE and other MEDLARS databases at NLM. Web: <http://igm.nlm.nih.gov>

**ISBN**

**International Standard Book Number.** A number assigned to every book before publication to identify publisher, title, edition and volume number.

**ISSN**

**International Standard Serial Number.** A unique code identifier for serial publications.

**LCCN**

**Library of Congress Card Number.**

**LIBID**

**LIBrary IDentification Code.** A code of five digits and one letter, assigned by NLM to libraries using the NN/LM ILL Network, for statistical and billing purposes.

**Loansome Doc**

The document ordering component of Grateful Med and Internet Grateful Med. It allows a user to order documents from a Medical Library they've contracted with.

**Locator Tool**

A listing of the serial, monograph or audiovisual holdings of one library or several libraries within a city, state or region. Locator tools are called union lists when the holdings of more than one library are included.

**MEDLARS**

**MEDical Literature Analysis and Retrieval System.** The computer files of the National Library of Medicine consisting of more than 20 databases, from 1965 to the present.

**MEDLINE**

**MEDlars OnLINE.** Online bibliographic databases of biomedical literature from 1966-present, available through NLM's MEDLARS computerized system.

**MLCNY**

**Medical Library Center of New York.** Provides services for the New England Region through a subcontract with the NN/LM-NE, including SERHOLD and UCMP, the established union list of serials for the Region.

5 East 102 Street  
7th Floor  
New York, NY 10029  
212-427-1630

## **Modem**

A device that permits the computer to communicate over telephone wires or other communications media by changing digital information into audio tones (modulating) and from audio tones into digital information (demodulation). A word derived from **MO**dulate-**DE**Modulate.

## **NELINET**

**New England Library Information NETwork, Inc.** NELINET is the OCLC network office for libraries in the New England states and is a member-owned, member-governed cooperative of more than 500 academic, public, and special libraries in the six New England states.

2 Newton Executive Park, Suite 200  
Newton, MA 02162  
(617) 969-0400 or 1-800-NELINET  
(617) 332-9634 (FAX)  
<http://www.nelinet.net/>

## **NLM**

**National Library of Medicine.**

8600 Rockville Pike  
Bethesda, MD 20894  
1-888-346-3656  
<http://www.nlm.nih.gov>

## **NN/LM**

**National Network of Libraries of Medicine.** The goal of the network is to provide all health professionals (physicians, nurses, pharmacists, optometrists, nursing home personnel, etc.) in the United States with timely, convenient access to health care and biomedical information resources. The network is coordinated by the National Library of Medicine through NLM's eight regional offices carried out through a nationwide network of more than 3,500 health science libraries.

800-338-7657  
<http://www.nnlm.nlm.nih.gov>

## **NTIS**

**National Technical Information Service.** Among other responsibilities, provides billing for interlibrary loans sent to NLM.

5285 Port Royal Road  
Springfield, Virginia 22161  
<http://www.ntis.gov/>

## **OCLC**

**Online Computer Library Center, OCLC,** formerly Ohio College Library Center, is a nonprofit, membership, library computer service and research organization dedicated to the public purposes of furthering access to the world's information and reducing information costs.

6565 Frantz Road  
Dublin, OH 43017-3395  
1-800-848-5878, Ext. 6251  
(614) 764-6000 Ext. 6251  
<http://www.oclc.org/>

## **PAL**

**Primary Access Library.** In the NN/LM network, a library which is not an Area Library, a Resource Library or a Regional Medical Library. Primarily hospital libraries and health sciences or small academic libraries.

## **POPLINE**

**POPulation Information OnLINE.** One of NLM's online databases. Provides bibliographic citations to literature about population and family planning.

## **QuickDOC**

Interlibrary loan software package which interfaces with DOCLINE. Useful for statistics and billing.

Jay Daly  
45A Mason Terrace  
Brookline, MA 02146.  
(617) 734-3154

## **Refer**

In interlibrary loan, to forward an ILL request to another library which owns the requested item. Items are referred when the first library accessed cannot fill the request.

## **RL**

**Resource Library.** A library which has signed a subcontract with the NN/LM regional office to provide services for the region.

## **RLG**

**Research Libraries Group.** The Research Libraries Group is a not-for-profit membership corporation devoted to the mission of "improving access to information that supports research and learning." Founded in 1974, RLG is an international alliance of more than 155 members. RLG maintains RLIN network.

1200 Villa Street  
Mountain View, CA 94041-1100  
(415) 962-9951  
<http://www.rlg.org/>

## **RLIN**

**Research Libraries Information Network.** is an information management and retrieval system used by hundreds of comprehensive research libraries, archival repositories, museums, academic, public, law, technical, and corporate libraries for cataloging, interlibrary loan, and archives and manuscripts control.

**RML**

**Regional Medical Library.** In the New England Region, the University of Connecticut Health Center, Lyman Maynard Stowe Library was awarded the five-year contract by NLM. Seven other major institutions serve as RMLs, for a total of eight RMLs in the United States.

**SCISEARCH**

Computer search of the *Science Citation Index* database. Records published in *SCI* (*Science Citation Index*) and *CC* (*Current Contents*) are contained in the database. Coordinated by the Institute for Scientific Information.

3501 Market Street

Philadelphia, PA

1-800-336-4474, at the prompt, press 2

Fax: +001-215-386-2911

**SERHOLD**

The NLM database of machine-readable holdings statements for serial titles reported by U.S. biomedical libraries. These holdings statements are linked to NLM's authoritative bibliographic data. SERHOLD serves as the base for automated routing of ILL requests in DOCLINE.

**SERLINE**

**SERIALS OnLINE.** One of the online databases available through NLM's MEDLARS computerized system.

**Software**

Any program, algorithm or routine for a computer.

**Telnet**

Standard Internet protocol: an application which allows a computer user to access data on a computer at another location.

**TOXLINE**

**TOXicology Information OnLINE.** One of the online databases available through NLM's MEDLARS computerized system. Bibliographic database covering pharmacological, biochemical, physiological, environmental and toxicological effects of drugs and other chemicals.

**UCMP**

**Union Catalog of Medical Periodicals** database. Since 1962, a database for serials holdings maintenance as well as a serials locator tool, containing over 77,000 main entries and the holdings of more than 750 libraries. Includes many health sciences and allied science titles not included in the NLM files. Maintained by the Medical Library Center of New York for the New England and Middle Atlantic Regions of NN/LM.

**UCMP ONline**

***Union Catalog of Medical Periodicals ONline*** The modern UCMP maintenance and production system. Provides immediate holdings updating, flexible searching of holdings, libraries, and journals, and creation of interlibrary loans. Owned by the Medical Library Center of New York. Access is on annual subscription basis.

**UCMP Quarterly**

***Union Catalog of Medical Periodicals Quarterly***. A 42X microfiche publication of the UCMP database maintained and distributed by the Medical Library Center of New York. Published on a quarterly basis. Available on subscription.

**Union List**

A listing of the serial, monograph or audiovisual holdings of more than one library within a city, state or region. Union lists are also referred to as locator tools.

**VER**

**Verification.** An abbreviation used in the NLM electronic ILL request format, which prompts the requester to input the name of the source in which the requested citation has been verified.

For use with the *New England Region Document Delivery Manual, 1997*



## X. SUGGESTED READINGS

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**Please use your established interlibrary loan network to obtain copies of these articles.**



**NATIONAL NETWORK OF LIBRARIES OF MEDICINE  
NEW ENGLAND REGION  
DOCUMENT DELIVERY PLAN 1996**

**I. Goal**

The goal of the National Network of Libraries of Medicine (NN/LM) Interlibrary Loan Plan is to provide health professionals with timely access to and delivery of information through the effective utilization of the nation's health science library collections.

**II. Objectives**

- A. Develop efficient and cost effective processes for requesting, referring and delivering items.
- B. Develop and coordinate gathering and reporting of serial holdings data to the SERHOLD database in a manner that is efficient and accurate.
- C. Provide standardized policies and procedures to assure appropriate regional consistency within the national network.
- D. Investigate and test methods of interlibrary lending which use new technologies, specifically focusing on Internet-accessible systems for delivery.
- E. Develop interfaces with other interlibrary loan networks.

**III. The Network**

- A. Libraries in the United States with collections in the health sciences are included in the National Network of Libraries of Medicine. As participating institutions, libraries accept the goals and objectives of the NN/LM Interlibrary Loan Plan.
- B. Network institutions are divided into four categories:

- 1. National Library of Medicine (NLM)

NLM's responsibilities include national coordination and interface with other national interlibrary loan networks, provision of interlibrary loan services to augment regional resources; the continued support of the SERHOLD database; the continued development and support of DOCLINE and Loansome Doc; and the collection and distribution of management data from DOCLINE to monitor network and individual library performance.

2. Regional Medical Libraries (RMLs)

The RML's responsibilities include developing and implementing a regional interlibrary loan policy consistent with national network policy; the selection of Resource Libraries; and coordinating the collection and maintenance of regional locator data and managing the reproduction and distribution of regional and subregional locator tools. RML's also assist in the interpretation of data and the development of cooperative activities relating to collection development, maintenance and preservation; coordination of DOCLINE and Loansome Doc activities within the region; interfacing with other interlibrary loan networks; and participating in exploring improved methods of interlibrary lending.

3. Resource Libraries (RLs)

Libraries with sufficient collections are selected by the RML to serve as Resource Libraries. They are responsible for providing interlibrary lending service including referrals, in accordance with network policies and procedures, primarily to a specific subregional area or a larger geographic area as a specialized resource. Resource Libraries are expected to fill requests for other NN/LM libraries at a charge not to exceed the current network maximum. Resource Libraries must contribute and maintain holdings data in SERHOLD and participate in DOCLINE and Loansome Doc. Holdings data should be updated annually, but no less frequently than every two years.

4. Primary Access Libraries (PALs)

This category, which includes hospital libraries and all other network libraries which do not serve as Resource Libraries, generally represents the health professional's first point of access into the network. PALs should contribute to and maintain holdings data in SERHOLD and participate in DOCLINE and Loansome Doc. These libraries are encouraged to develop adequate resources to respond to their users' basic information needs and to cooperate with other local libraries to share resources among themselves before forwarding non-available requests to Resource Libraries.

C. Interlibrary Loan Service

Health professionals have access to the interlibrary loan services of the network through the use of the nearest network library with which they are affiliated. Nonaffiliated health professionals will be "connected" (assigned) to a health science library by the RML, or be serviced by the RML directly. All libraries in the network are expected to process requests from other institutions to the extent they are able.

1. Requesting Patterns via DOCLINE

DOCLINE is the preferred interlibrary loan system in the NN/LM. Requests should be entered into DOCLINE when at all possible.

- a. Network libraries must report and systematically maintain holdings to SERHOLD to become a full DOCLINE participant. Some exceptions can be made for libraries with very small collections.
- b. Network libraries participating in DOCLINE are expected to maintain routing tables that accurately reflect interlibrary loan borrowing patterns and that are consistent with regional interlibrary loan policies.
- c. DOCLINE participants are expected to be lenders as well as borrowers.
- d. DOCLINE participants are expected to logon at least once a day and update requests received with action taken.
- e. The National Library of Medicine will distribute reports from the DOCLINE system to all DOCLINE participants.

2. Requesting Patterns for non-DOCLINE Requests.

- a. Network libraries are expected to use available regional locator tools to determine the nearest library which holds the item desired and to send the request to that library.
- b. Network libraries shall make optimum use of local resources before forwarding non-available requests to appropriate Resource Libraries.
- c. A network library which determines that the desired item is available at a Resource Library or the RML in its region may submit the request to that library. A filled loan is subject to a charge which shall not exceed the national maximum.
- d. A network library which determines that the desired item is not available within its region may send the request to any Resource Library, RML or to NLM. A filled loan is subject to a charge which shall not exceed the national maximum.

<sup>1</sup> The current network maximum charge for filling an interlibrary loan request for journals and books is set at \$10.00.

### 3. Charges

- a. There shall be a standard maximum charge for requests filled for network libraries by RLs, RMLs and NLM. This charge will be set by NLM using data originally supplied by RMLs and RLs. There will be a biennial review of the charges by the RMLs and NLM to see if any change needs to be made. The established charge should enable the libraries to recover direct costs incurred and provide the service at a minimum cost to the user. An institution which fills the request may choose not to pass on the entire charge to the user. No separate charge shall be made for processing referrals or other non-available items in those cases where a locator tool was used.
- b. For a non-DOCLINE request, where there is no indication that a regional locator tool was checked before the request was sent, the requesting network library can be levied a surcharge for handling if the library processing the request must refer it on to another library. This surcharge shall be established as part of the RML's regional plan.

### 4. Performance Data

- a. The objective of the analysis of performance data is to provide NLM and the RMLs with information needed to assist in developing and implementing programs and services which meet the information needs of health professionals. Document delivery performance data enables the evaluation of existing performance and determination of trends and future needs. The data should also assist RMLs, RLs and PALs in collection development, maintenance, and preservation activities. Document delivery performance data will be obtained through reports from the DOCLINE system.
- b. Fulfillment and Throughput Standards.

The measure of fulfillment (fill rate) is calculated by dividing the number of received requests into the number of filled requests. An acceptable level of performance for an RML or RL shall be a 75% fill rate, not including requests unfilled due to COST. Network standards require that processing of 85% of filled loans be completed within four calendar days and that 85% of non-available requests be processed within seven calendar days. DOCLINE report 2-14 provides information on fill rate and throughput for each RML and RL. These reports are produced by NLM and sent to the RMLs and RLs on a quarterly basis.



## NN/LM REGIONAL MEDICAL LIBRARIES

- 1. MIDDLE ATLANTIC REGION**  
 The New York Academy of Medicine  
 1216 Fifth Avenue  
 New York, New York 10029-5293  
 Phone: (212) 822-7300  
 Fax: (212) 534-7042  
 URL: <http://www.nlm.nih.gov/mar>  
 States Served: DE, NJ, NY, PA
- 2. SOUTHEASTERN/ATLANTIC REGION**  
 University of Maryland at Baltimore  
 Health Sciences Library  
 111 South Greene Street  
 Baltimore, Maryland 21201-1583  
 Phone: (410) 706-2855  
 Fax: (410) 706-0099  
 URL: <http://www.nlm.nih.gov/sar>  
 States Served: AL, FL, GA, MD, MS, NC, SC, TN, VA, WV, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands
- 3. GREATER MIDWEST REGION**  
 University of Illinois at Chicago  
 Library of the Health Sciences (M/C 763)  
 1750 W. Polk Street  
 Chicago, Illinois 60612-7223  
 Phone: (312) 996-2464  
 Fax: (312) 996-2226  
 URL: <http://www.nlm.nih.gov/gmr>  
 States Served: IA, IL, IN, KY, MI, MN, ND, OH, SD, WI
- 4. MIDCONTINENTAL REGION**  
 University of Nebraska Medical Center  
 Leon S. McGoogan Library of Medicine  
 600 South 42nd Street  
 Omaha, Nebraska 68198-6706  
 Phone: (402) 559-4326  
 Fax: (402) 559-5482  
 URL: <http://www.nlm.nih.gov/mr>  
 States Served: CO, KS, MO, NE, UT, WY
- 5. SOUTH CENTRAL REGION**  
 Houston Academy of Medicine  
 Texas Medical Center Library  
 1133 M.D. Anderson Boulevard  
 Houston, TX 77030-2809  
 Phone: (713) 790-7053  
 Fax: (713) 790-7030  
 URL: <http://www.nlm.nih.gov/scr>  
 States Served: AR, LA, NM, OK, TX
- 6. PACIFIC NORTHWEST REGION**  
 University of Washington  
 Health Sciences Libraries and Information Center  
 Box 357155  
 Seattle, Washington 98195-7155  
 Phone: (206) 543-8262  
 Fax: (206) 543-2469  
 URL: <http://www.nlm.nih.gov/pnr>  
 States Served: AK, ID, MT, OR, WA
- 7. PACIFIC SOUTHWEST REGION**  
 University of California at Los Angeles  
 Louise M. Darling Biomedical Library  
 12-077 Center for the Health Sciences  
 Box 951798  
 Los Angeles, California 90095-1798  
 Phone: (310) 825-1200  
 Fax: (310) 825-5389  
 URL: <http://www.nlm.nih.gov/psr>  
 States Served: AZ, CA, HI, NV, and U.S. Territories in the Pacific Basin
- 8. NEW ENGLAND REGION**  
 University of Connecticut Health Center  
 Lyman Maynard Stowe Library  
 263 Farmington Avenue  
 Farmington, Connecticut 06030-5370  
 Phone: (860) 679-4500  
 Fax: (860) 679-1305  
 URL: <http://www.nlm.nih.gov/ner>  
 States Served: CT, MA, ME, NH, RI, VT

## NEW ENGLAND REGION RESOURCE LIBRARIES

### REGIONAL MEDICAL LIBRARY

#### UNIVERSITY OF CONNECTICUT HEALTH CENTER

##### LYMAN MAYNARD STOWE LIBRARY

P.O. Box 4003  
 Farmington, CT 06030-4003 LIBID: 06032B  
 Librarian: Ralph Arcari  
 (860)679-2547  
 ILL: Jacqueline Lewis  
 (860) 679-2940  
 FAX: (860) 679-4046  
 Geographic Area: Northern Connecticut

### BAYSTATE MEDICAL CENTER HEALTH SCIENCES LIBRARY

759 Chestnut Street  
 Springfield, MA 01199 LIBID: 01107A  
 Librarian: Fran Becker  
 (413) 784-4294  
 ILL: Margaret Whitlock  
 (413) 784-4165  
 FAX: (413) 784-4197  
 Geographic Area: Central Massachusetts

### BOSTON COLLEGE THOMAS P. O'NEILL LIBRARY

O'Neil 306  
 Chestnut Hill, MA 02167 LIBID: 02167B  
 Librarian: Margie Fiels  
 (617) 552-3196  
 ILL: Margo McDonough  
 (617) 552-4419  
 FAX: (617) 552-2600  
 Subject Specialty: Nursing materials for the Region.

### BOSTON UNIVERSITY SCHOOL OF MEDICINE ALUMNI MEDICAL LIBRARY

80 E. Concord Street, L-12  
 Boston, MA 02118-2394 LIBID: 02118B  
 Librarian: David Ginn  
 (617) 638-4238  
 ILL: Joseph Harzbecker  
 (617) 638-4270  
 FAX: (617) 638-4233  
 Geographic Area: Southeastern Massachusetts

### BROWN UNIVERSITY SCIENCES LIBRARY

Box I  
 Providence, RI 02912 LIBID: 02912A  
 Librarian: Tovah Reis  
 (401) 863-3334  
 ILL: Joan Thompson  
 (401) 863-2750  
 FAX: (401) 863-2753  
 Geographic Area: Rhode Island

### DARTMOUTH COLLEGE DANA BIOMEDICAL LIBRARY

Hanover, NH 03755 LIBID: 03755A  
 Librarian: Bill Garrity  
 (603) 650-1662  
 ILL: Roberta Donahue  
 (603) 650-1656  
 FAX: (603) 650-1354  
 Geographic Area: New Hampshire

### HARTFORD HOSPITAL HEALTH SCIENCES LIBRARY

80 Seymour Street  
 Hartford, CT 06102-5037 LIBID: 06115B  
 Librarian: Janie Kaplan  
 (860)545-2419  
 ILL: Barbara Bradley  
 (860) 545-2972  
 FAX: (860) 545-2415  
 Geographic Area: Central Connecticut

### HARVARD MEDICAL SCHOOL THE FRANCIS A. COUNTWAY LIBRARY OF MEDICINE

10 Shattuck Street  
 Boston, MA 02115 LIBID: 02115A  
 Librarian: Judith Messerle  
 (617) 432-2142  
 ILL: William Mayer  
 (617) 432-2613  
 FAX: (617) 432-1833  
 Geographic Area: Boston Proper & Western Beltway

## NEW ENGLAND REGION RESOURCE LIBRARIES (CONT'D)

### **MAINE MEDICAL CENTER**

22 Bramhall Street  
 Portland, ME 04102  
 Librarian: Robin Rand  
 (207) 871-4079  
 ILL: Anna Benoit  
 (207) 871-4086  
 FAX: (207) 871-6398  
 Geographic Area: Southern Maine

### **MASSACHUSETTS COLLEGE OF PHARMACY & ALLIED HEALTH SERVICES SHEPPARD LIBRARY**

179 Longwood Avenue  
 Boston, MA 02115  
 Librarian: Richard Kaplan  
 (617) 732-2808  
 ILL: Emily Cook  
 (617) 732-2116  
 FAX: (617) 278-1566  
 Subject Specialty: Pharmacy materials for the Region

### **TUFTS UNIVERSITY HEALTH SCIENCES LIBRARY**

145 Harrison Avenue  
 Boston, MA 02111  
 Librarian: Elizabeth Eaton  
 (617) 636-7481  
 ILL: Connie Wong  
 (617) 956-5787  
 FAX: (617) 350-8039  
 Geographic Area: Northern Massachusetts

### **UNIVERSITY OF MASSACHUSETTS MEDICAL CENTER**

#### **LAMAR SOUTTER LIBRARY**

55 Lake Avenue North  
 Worcester, MA 066155  
 Librarian: Debbie Sibley  
 (508) 856-2399  
 ILL: Karen Canegello  
 (508) 856-2909  
 FAX: (508) 856-5899

Geographic Area: Western Massachu-  
 setts

### **UNIVERSITY OF VERMONT CHARLES A. DANA MEDICAL LIBRARY**

A112 Given Building  
 Burlington, VT 05405-0068  
 Librarian: Julie McGowan  
 (802) 656-4362  
 ILL: Lucy Richards  
 (802) 656-3147  
 FAX: (802) 656-0762  
 Geographic Area: Vermont

### **VETERAN'S ADMINISTRATION MEDICAL CENTER**

#### **LEARNING RESOURCE SERVICE**

Togus, ME 04330  
 Librarian: Judy Littlefield  
 (207) 623-5773  
 ILL: Gary Pelletier  
 (207) 623-5773  
 FAX: (207) 623-5766  
 Geographic Area: Maine

### **YALE UNIVERSITY HARVEY CUSHING/JOHN WHITNEY MEDICAL LIBRARY**

333 Cedar Street  
 P.O. Box 208014  
 New Haven, CT 06520-8014  
 Librarian: Nancy Roderer  
 (203) 785-5352  
 ILL: Gail Harris  
 (203) 785-5358  
 FAX: (203) 785-4369  
 Geographic Area: southern Connecticut

## MIDDLE ATLANTIC REGION RESOURCE LIBRARIES

### REGIONAL MEDICAL LIBRARY THE NEW YORK ACADEMY OF MEDICINE REGIONAL MEDICAL LIBRARY

1216 Fifth Avenue  
New York, NY 10029 LIBID: 10029B  
Librarian: Mary Mylenki  
(212) 822-7350  
ILL: Stephen Chiaffone  
(212) 822-7336  
FAX: (212) 722-7650

### COLUMBIA UNIVERSITY AUGUSTUS C. LONG HEALTH SCIENCES LIBRARY

701 West 168th Street  
New York, NY 10032 LIBID: 10032A  
Librarian: Susan Jacobson  
(212) 305-3688  
ILL: Roberta Bronson  
(212) 305-4082  
AV: Charles Greenberg  
(212) 305-5260  
FAX: (212) 234-0595

### HEALTH SCIENCES LIBRARY SUNY AT BUFFALO

Abbott Hall  
3435 Main Street  
Buffalo, NY 14214-3002 LIBID: 14214C  
Librarian: Gary Byrd, Ph.D.  
(716) 829-3402  
ILL: Cindy Bertuca  
(716) 829-3351  
AV: Lori Widzinski  
(716) 829-3614  
FAX: (716) 835-4891

### SUNY HEALTH SCIENCES CENTER AT SYRACUSE LIBRARY

766 Irving Avenue  
Syracuse, NY 13210 LIBID: 13210A  
Librarian: Patricia Onsi  
(315) 464-4582  
ILL: Cathy Whaley  
(315) 464-5116

AV: Christine Kucharski  
(315) 464-5667  
FAX: (315) 464-7199

### UNIVERSITY OF MEDICINE AND DENTISTRY OF NEW JERSEY GEORGE F. SMITH LIBRARY OF THE HEALTH SCIENCES

30 Twelfth Avenue  
Newark, NJ 07103-2754 LIBID: 07103A  
Librarian: Judith Cohn  
(201) 982-5498  
ILL: Linda Gleason  
(201) 982-7456  
AV: Laura Barrett  
(201) 982-4876  
FAX: (201) 982-6949

### UNIVERSITY OF PENNSYLVANIA BIOMEDICAL LIBRARY

Johnson Pavilion  
36th and Hamilton Walk  
Philadelphia, PA 19104-6060 LIBID: 19174B  
Librarian: Valerie Pena  
(215) 898-8020  
ILL: James McCloskey  
(215) 898-9895  
FAX: (215) 898-8344

### UNIVERSITY OF PITTSBURGH FALK LIBRARY OF THE HEALTH SCIENCES

Scaife Hall, Second Floor  
Pittsburgh, PA 15261 LIBID: 15261A  
Librarian: Patricia Mickelson  
(412) 648-2036  
ILL: Barbara May  
(412) 648-2037  
AV: Paul Worona  
(412) 648-9109  
FAX: (412) 648-9020

## MIDDLE ATLANTIC REGION AREA LIBRARIES

### **ALBANY MEDICAL COLLEGE SCHAFER LIBRARY OF HEALTH SCIENCES**

47 New Scotland Avenue

Albany, NY 12208

Librarian:

LIBID: 12208A

Sherry A. Hartman

(518) 262-5586

ILL:

Lynn Cooper

(518) 262-5538

AV:

Chris Tosh

(518) 262-5540

FAX:

(518) 262-5820

Librarian:

Gail Gill

(302) 656-1629

ILL:

Lillian Allen

(302) 656-6398

FAX:

(302) 656-0470

### **ALLEGHENY UNIVERSITY OF THE HEALTH SCIENCES UNIVERSITY LIBRARY CENTER CITY CAMPUS**

245 North 15th Street

M.S. #449

Philadelphia, PA 19102-1192

LIBID: 19102A

Librarian:

Etheldra Templeton

(215) 762-7022

ILL:

Lynda Sadusky

(215) 762-7630

FAX:

(215) 762-8180

### **ALBERT EINSTEIN COLLEGE OF MEDICINE D. SAMUEL GOTTESMAN LIBRARY**

1300 Morris Park Avenue

Bronx, NY 10461

Librarian:

LIBID: 10461A

Judie Malamud

(718) 430-3108

ILL:

Joel Muranelli

(718) 430-3122

FAX:

(718) 430-8795

### **ALLEGHENY UNIVERSITY OF THE HEALTH SCIENCES EASTERN PENNSYLVANIA PSYCHIATRIC INSTITUTE LIBRARY**

3200 Henry Avenue

Philadelphia, PA 19129

LIBID: 19129A

Librarian:

Etheldra Templeton

(215) 842-4509

ILL:

Randall Blackwell

(215) 842-4059

FAX:

(215) 849-0820

### **COLLEGE OF PHYSICIANS OF PHILADELPHIA**

19 South 22nd Street

Philadelphia, PA 19103

Librarian:

LIBID: 19103C

Marjorie Smink

(215) 563-3737 Ext. 265

ILL:

Tonya Banks-Tate

(215) 563-3737 Ext. 258

FAX:

(215) 561-6477

### **CORNELL UNIVERSITY MEDICAL COLLEGE LIBRARY**

1300 York Avenue

New York, NY 10021

Librarian:

LIBID: 10021A

Robert Braude, Ph.D.

(212) 746-6070

ILL:

Stephen Bright

(212) 746-6051

FAX:

(212) 746-6494

### **ALLEGHENY UNIVERSITY OF THE HEALTH SCIENCES FLORENCE A. MOORE LIBRARY OF MEDICINE**

3300 Henry Avenue

Philadelphia, PA 19129

LIBID: 19129B

Librarian:

Etheldra Templeton

(215) 842-6910

ILL:

Jill Kozol

(215) 842-6910

FAX:

(215) 849-1380

### **DELAWARE ACADEMY OF MEDICINE LIBRARY LEWIS B. FLINN LIBRARY**

1925 Lovering Avenue

Wilmington, DE 19806

LIBID: 19806A

### **MEDICAL LIBRARY CENTER OF NEW YORK**

5 East 102nd Street, Seventh Floor

New York, NY 10029

Director:

LIBID: 10029F

Lois Weinstein

(212) 427-1630

ILL: Bernardo Santiago  
(212) 427-1630  
FAX: (212) 876-6697

**MEMORIAL SLOAN-KETTERING CANCER  
CENTER  
MEDICAL LIBRARY, NATHAN CUMMINGS  
CENTER**

1275 York Avenue  
New York, NY 10021 LIBID: 10021F  
Librarian: Jeanne Becker  
(212) 639-8487  
ILL: Margaretta Richards  
(212) 639-7441  
FAX: (212) 717-3048

**MOUNT SINAI SCHOOL OF MEDICINE  
LEVY LIBRARY**

Box 1102  
One Gustave Levy Place  
New York, NY 10029 LIBID: 10029G  
Librarian: Lynn Kasner Morgan  
(212) 241-7892  
ILL: Celia Soto  
(212) 241-7795  
AV: Jeanine McAdam  
(212) 241-7091  
FAX: (212) 831-2625

**NEW YORK MEDICAL COLLEGE  
MEDICAL SCIENCES LIBRARY**

Basic Science Building  
Valhalla, NY 10595 LIBID: 10595C  
Librarian: Diana Cunningham  
(914) 993-4207  
ILL: Anthony Artale  
(914) 993-4204  
FAX: (914) 993-4191

**NEW YORK STATE PSYCHIATRIC INSTITUTE  
LIBRARY**

722 West 168th Street  
New York, NY 10032 LIBID: 10032B  
Librarian: David Lane  
(212) 960-5672  
ILL: Luis Minaya  
(212) 960-5675  
FAX: (212) 960-5673

**NEW YORK UNIVERSITY DENTAL LIBRARY**

345 East 24th Street  
New York, NY 10010 LIBID: 10010H

Director: Van Afes  
(212) 998-9787  
ILL: Ken Fuller  
(212) 998-9369  
FAX: (212) 995-3529

**NEW YORK UNIVERSITY MEDICAL CENTER  
MEDICAL LIBRARY**

550 First Avenue  
New York, NY 10016 LIBID: 10016D  
Librarian: Karen Brewer, Ph.D.  
(212) 263-5393  
ILL: Joan Himmel  
(212) 263-5388  
FAX: (212) 263-8196

**PENNSYLVANIA HOSPITAL  
MEDICAL LIBRARY**

8th and Spruce Streets  
Philadelphia, PA 19107 LIBID: 19107B  
Librarian: Patricia Wilson  
(215) 829-3998  
ILL: Cathy Williams  
(215) 829-5436  
FAX: (215) 829-7155

**PHILADELPHIA COLLEGE OF PHARMACY AND  
SCIENCE**

**JOSEPH W. ENGLAND LIBRARY**

4200 Woodland Avenue  
Philadelphia, PA 19104 LIBID: 19104A  
Librarian: Mignon Adams  
(215) 596-8960  
ILL: Carl Anderson  
(215) 596-8969  
AV: Carl Anderson  
(215) 596-8994  
FAX: (215) 596-8760

**ROCKEFELLER UNIVERSITY LIBRARY**

1230 York Avenue  
RU Box 263  
New York, NY 10021 LIBID: 10021E  
Librarian: Patricia Mackey  
(212) 327-8909  
ILL: Angela Larkin  
(212) 327-8915  
FAX: (212) 327-7840

**ROSWELL PARK CANCER INSTITUTE  
MEDICAL AND SCIENTIFIC LIBRARY**

666 Elm Streets  
Buffalo, NY 14263      LIBID: 14263B  
Librarian:      Gayle Ablove  
                    (716) 845-5966  
ILL:      Gayle Ablove  
                    (716) 845-5966  
FAX:      (716) 845-8699

**UNIVERSITY AT STONY BROOK  
HEALTH SCIENCES LIBRARY**

P.O. Box 8034 S.U.N.Y.  
Stony Brook, NY 11794-8034      LIBID: 11733A  
Librarian:      Spencer Marsh  
                    (516) 444-3101  
ILL:      ILL Clerk  
                    (516) 444-3098  
FAX:      (516) 751-5809

**SUNY HEALTH SCIENCE CENTER AT  
BROOKLYN  
MEDICAL RESEARCH LIBRARY OF BROOKLYN**

450 Clarkson Avenue  
Brooklyn, NY 11203      LIBID: 11203D  
Librarian:      Richard Winant, Ph.D.  
                    (718) 270-7411  
ILL:      Julie Semkow  
                    (718) 270-7440  
FAX:      (718) 270-7468

**UNIVERSITY OF ROCHESTER SCHOOL OF  
MEDICINE AND DENTISTRY  
EDWARD G. MINER LIBRARY**

601 Elmwood Avenue  
Rochester, NY 14642      LIBID: 14642A  
Librarian:      Valerie Florance, Ph.D.  
                    (716) 275-3364  
ILL:      Sandra Charchalis  
                    (716) 275-5787  
FAX:      (716) 275-4799

You will find an updated list of Document Delivery providers on the MAR homepage at:  
<http://www.nlm.nih.gov/mar/>

**Data and Request Form for Establishment of Deposit Account**

National Network/Libraries of Medicine  
New England Region

The University of Connecticut Health Center

Electronic Fund Transfer System

EFTS Participant Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: (     ) \_\_\_\_\_

Fax: (     ) \_\_\_\_\_

E-mail: \_\_\_\_\_

Ariel Address: \_\_\_\_\_

LIBID: \_\_\_\_\_

SERHOLD Code (3 letters): \_\_\_\_\_

Estimated total cost of items loaned to network libraries in last twelve months: \$ \_\_\_\_\_

Estimated cost of items borrowed from network libraries in last twelve months: \$ \_\_\_\_\_

[Take the amount you spend on ILL and subtract what you take in for ILL]

Amount enclosed to be placed on deposit: [or \$100, whichever is greater.] \$ \_\_\_\_\_

(Checks payable to UCHC - EFTS)

OR

Please send invoice for this dollar amount: \$ \_\_\_\_\_

(The check or invoice dollar amount should represent library's cost for interlibrary materials requests for the latest twelve month period or \$100 whichever is greater.)

This form and the signed Memorandum of Agreement should be returned to:

University of Connecticut HealthCenter  
NN/LM New England Region

263 Farmington Avenue  
Farmington, CT 06030-5370  
Attn: EFTS

Date sent: \_\_\_\_/\_\_\_\_/\_\_\_\_

June 1997



## MEMORANDUM OF AGREEMENT

Electronic Fund Transfer System  
between  
EFTS Participant,  
National Network of Libraries of Medicine  
New England Region  
and  
The University of Connecticut Health Center  
Regional Medical Library

**WHEREAS**, the United States Government, Department of Health and Human Services, National Library of Medicine (hereafter referred to as NLM) has made funds available to the University of Connecticut Health Center to serve as the Regional Medical Library (RML) for New England in the National Network of Libraries of Medicine™;

and,

**WHEREAS**, the University of Connecticut Health Center (hereafter referred to as “UCHC”) desires to collaborate with

---

*(Please fill in the name of the Institution to become a EFTS member)*

(hereafter referred to as “EFTS Participant”); for the purpose of establishing a deposit account at the UCHC to provide for an electronic fund transfer system (EFTS) to cover the cost of interlibrary loan transactions between the EFTS participant signatory to this agreement and other participants of the system.

### **NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:**

1. **Term of Agreement**

This agreement will begin on the date of this memorandum and continue until the provisions of the cancellation clause are invoked.

2. **Cancellation**

This agreement may be canceled by either party by written notice of such intention with advance notice of 60 calendar days.

3. **Definitions**

**Interlibrary loan transaction:** the filling by one library of a request made by another for:

- a photocopied journal article
- a book loan
- an audiovisual loan
- other material as appropriate

**Net lender:** A library whose income from filling other libraries requests exceeds the cost of its own borrowing from other libraries.

**Net borrower:** A library whose cost from borrowing exceeds the income generated by the requests filled for other libraries.

**DOCLINE®:** Computer-based system from NLM through which interlibrary loan transactions are transmitted and documented.

**QuickDOC®:** Computer software designed to monitor statistically each DOCLINE transaction and transmit files of transactions to the EFTS System.

#### 4. **Procedure**

EFTS participants will establish a deposit account at the University of Connecticut Health Center Library. It is recommended to begin with an account balance equivalent to the net amount paid for interlibrary loans [total paid for ILLs minus total received for ILLs] requested through DOCLINE during the last year or \$100, whichever is greater.

When a library charges for a loan, they will submit data to the system and their account will be credited. The library that received the loan will have their account debited.

There will be two options to submit data to the EFTS system.

1. Submit an ASCII text file of transactions to the system via FTP or dial-up access.  
Note: QuickDOC will automatically create the file and send it to the system.
2. Submit an ASCII text file of transactions on a floppy disk to the office.

**Remember:** Only libraries that charge for transactions will need to submit transaction data to the EFTS system.

Participants will receive a monthly statement indicating activity since their last statement and the balance in their account. Each transaction for which a participant has been credited or debited will be listed on the statement. Accounts should be kept at a \$100 minimum balance.

#### 5. **Establishing a deposit account**

Payment must be by institutional check and should be made payable to the University of Connecticut Health Center-EFTS

#### 6. **Reimbursements**

Net lenders will receive reimbursement checks quarterly for the amount in their account less a minimum balance.

7. **Service Fee**

A service fee not to exceed five percent (5%) will be deducted from the lender for each transaction to cover EFTS operational costs as well as future enhancements to the system.

8. **Advisory Committee**

The RML has established an EFTS advisory committee whose purpose is to promote EFTS usage, evaluate the EFTS operation, and provide recommendations to the RML on policy, procedures and fees. The advisory committee is composed of five network members representing network member primary access and resource libraries. The advisory committee will meet at least once a year and conducts most of its business via telephone conference calls and e-mail. A list of the advisory committee members along with their contact information is available on the NER homepage at: <http://www.nnlm.nlm.nih.gov/ner>.

9. **Statutory Authority**

This agreement shall be governed by the laws of the state of Connecticut.

ACCEPTED BY:

[Signatories authorized to make commitments specified in this MAO]

EFTS Participant:

Institution Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: (       ) \_\_\_\_\_

Responsible Person: \_\_\_\_\_

Title: \_\_\_\_\_

Institutional Signatures: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

UCHC:

University of Connecticut Health  
Center Library

NN/LM New England Region  
263 Farmington Avenue  
Farmington, CT 06030-5370

(860) 679-4500

\_\_\_\_\_Ralph D. Arcari, Ph.D.\_\_\_\_\_

Director, Lyman Maynard Stowe Library

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## INTERLIBRARY LOAN REQUEST FORM

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

*Office Use Only:*

TITLE: \_\_\_\_\_

Date Interlibrary  
Loan Sent:

DEPARTMENT: \_\_\_\_\_ PHONE: \_\_\_\_\_

REQUEST:                      ARTICLE                      BOOK                      AUDIOVISUAL

☐☐☐Date Interlibrary  
Loan Received

AUTHOR: \_\_\_\_\_

TITLE: \_\_\_\_\_

Received From:

JOURNAL: \_\_\_\_\_

PAGES: \_\_\_\_\_ YEAR \_\_\_\_\_ VOL NO: \_\_\_\_\_

Verified In:

**FOUND CITATION IN:**

INDEX MEDICUS

☐

GRATEFUL MED

CD-ROM SEARCH

☐

PAPER CHASE

CUMULATIVE NURSING  
INDEX☐HOSPITAL LITER-  
ATURE INDEX

BIBLIOGRAPHY

☐

COLLEAGUE

OTHER \_\_\_\_\_

☐DOCLINE Request  
Number:

NOTICE: WARNING CONCERNING COPYRIGHT RESTRICTIONS. THE COPYRIGHT LAW OF THE UNITED STATES (TITLE 17, UNITED STATES CODE) GOVERNS THE MAKING OF PHOTOCOPIES OR OTHER REPRODUCTIONS OF COPYRIGHTED MATERIAL. UNDER CERTAIN CONDITIONS SPECIFIED IN THE LAW, LIBRARIES AND ARCHIVES ARE AUTHORIZED TO FURNISH A PHOTOCOPY OR OTHER REPRODUCTION. ONE OF THESE SPECIFIED CONDITIONS IS THAT THE PHOTOCOPY OR REPRODUCTION IS NOT TO BE "USED FOR ANY PURPOSE OTHER THAN PRIVATE STUDY, SCHOLARSHIP, OR RESEARCH." IF A USER MAKES A REQUEST FOR, OR LATER USES, A PHOTOCOPY OR REPRODUCTION FOR PURPOSES IN EXCESS OF "FAIR USE", THAT USER MAY BE LIABLE FOR COPYRIGHT INFRINGEMENT. THIS INSTITUTION RESERVES THE RIGHT TO REFUSE TO ACCEPT A COPYING ORDER IF, IN ITS JUDGMENT, FULFILLMENT OF THE ORDER WOULD INVOLVE VIOLATION OF COPYRIGHT LAW.

Interlibrary Loan  
University of Connecticut Health Center Library  
(860) 679-2940

**This is not an invoice**

The charge for this interlibrary loan will be \$\_\_\_\_\_

*Basic fill = \$10      Fax surcharge = \$3    Rush surcharge = \$10*  
*Courier surcharge = \$10*

You will be charged by:

- \_\_\_\_\_ IFM (OCLC requests only)
- \_\_\_\_\_ EFTS
- \_\_\_\_\_ Deposit Account
- \_\_\_\_\_ Charged to your MasterCard or VISA
- \_\_\_\_\_ Monthly invoice. **Please wait for invoice to arrive before sending payment.**

You may wish to keep this sheet to check your invoice.

*(the request was photocopied to the bottom of this form.)*

MAIL TO:

HEALTH SCIENCES LIBRARY ILL  
TUFTS UNIVERSITY  
145 HARRISON AVENUE  
BOSTON MA 02111

LIBID 02111A

\*\*\*\*\*

TUF-9707097870

CCG

RECEIVED: 7/10/97

97049402

AU:

TI: BLOOD PURIFICATION

1996

CITATION: 1996 14 (5): 373-81

AUTHOR OR AUTHORS: Kaysen GA; Rathore V;

TITLE OF ARTICLE: Derangements of protein metabolism in chronic ren

CERTIF: MEDLINE

COMMENTS: PLEASE ARIEL: 130.64.61.2 (EFTS ACCOUNT) THANK YOU.

AUTH: K.T.

MAX COST: \$10.00

PATRON: [1046] GORDON, PATRICIA543108

NEED BY: 7/30/97

UNIVERSITY OF CONNECTICUT HEALTH CENTER LYMAN MAYNARD STOWE LIBRARY  
FARMINGTON CT



# ***FACTSHEET***

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## THE MEDICAL LIBRARY CENTER OF NEW YORK

5 EAST 102nd STREET NEW YORK, N. Y. 10029

(212) 427-1630 TWX 710 581 4079

The Medical Library Center of New York (MLCNY) is a not-for-profit, independent, membership organization chartered in 1959 under the Education Law by the Regents of the University of the State of New York. MLCNY is governed by a Board of Trustees made up of representatives from the medical schools and research institutes in the New York metropolitan area. MLCNY is headed by a Director with a staff of 16.

### MLCNY IS A MEDICAL JOURNAL RESOURCE CENTER

Essentially, MLCNY coordinates the mutual networking of libraries in the interests of a rational, efficient system for regional sharing of resources. While it is not a new concept, library resource sharing is an important element in meeting users' information needs during this time of budgetary restraints and cost containment. While no one library can independently acquire all the materials necessary to fill users' information needs, MLCNY can **be** a solution.

**The Collection:** MLCNY's expanding serials collection of over 370,000 items has been developed primarily through the donation of older journals from member libraries. By retaining, indefinitely, one copy of each title added to its collection, MLCNY ensures that the biomedical literature of common interest to the area's health science community remains available.

**Interlibrary Loan:** MLCNY processes over 40,000 article requests annually, and is known for its friendly, accurate, rapid and efficient service. All ILL requests are processed within 24 hours and our fill rate is 95%. requests are received via DOCLINE, telephone (**always answered by a person**) fax and email. In the near future, requests will also be received via the Internet and the World Wide Web. Copies of articles can be sent via mail services, fax, and soon, electronically by ARIEL and other such software products. Copies are available on a per cost basis for non-MLCNY member organizations.



# **FACTSHEET**

**THE MEDICAL LIBRARY CENTER OF NEW YORK**

5 EAST 102nd STREET NEW YORK, N. Y. 10029

(212) 427-1630 TWX 710 581 4079

## **MLCNY IS A DATABASE PUBLISHER**

### **The Union Catalog of Medical Periodicals (UCMP)**

MLCNY maintains a computer-based union catalog of serial holdings for itself and over 750 health science libraries in the Northeastern United States. Updated daily, this database reflects the issues of journals held by the participating libraries. The database serves as the primary mechanism for adding these holdings to the National Library of Medicine's Serials Holdings Data Base (SERHOLD), making these holdings available worldwide.

The UCMP database is available in two formats: microfiche on a quarterly basis (***UCMP Quarterly***) and in an electronic form, **UCMP Online™**. The latter is an enhanced version of the database which allows for both determining the holding library of a particular journal volume and issue and then creating and sending an electronic interlibrary loan request to that library via QuickDOC™ and NLM's DOCLINE system. **UCMP Online™** features modules that are useful in collection development and that allow each participating library to update their own serials holdings, daily if desired.

## **MLCNY IS A MEMBERSHIP ORGANIZATION**

MLCNY was established to facilitate access to health science information via the coordination of union lists, the fostering of technical services standards, and the maintenance of a centralized repository collection for the shared use of its member libraries. In keeping with those goals, MLCNY maintains a rich, repository collection of health related serials and provides union catalog, interlibrary loan, messenger, bibliographic reference, educational and administrative services.

Membership in MLCNY is open to nonprofit and commercial health and allied health organizations that have established libraries. MLCNY derives its core operating fund from annual membership fees and through the sale of selected MLCNY products and services.



The Medical Library Center of New York  
 5 East 102nd Street, 7th Floor  
 New York, NY 10029  
 Tel: (212) 427-1630 Fax: (212) 876-6697 or (212) 860-3496

## UCMP Online™

### UCMP PARTICIPATING INSTITUTION UCMP Online™ ACCOUNT APPLICATION FORM

To apply for **UCMP Online™**, the Library Director must appoint one staff member who will function as Account Manager. The Director is free to appoint themselves, or any other staff member, as Account Manager. The Account Manager:

- automatically has access to **UCMP Online™** all functions
- sets up the library's default holdings display sort preference table
- decides which **UCMP Online™** functions each password holder will access
- sets up additional passwords for other staff members (at an additional fee)

*MLCNY staff are available to assist the Account Manager and other users at any time.*

#### PLEASE FILL IN THE FOLLOWING INFORMATION:

A. Start Up Date (circle one)  
                     Jan. 97              Apr. 97              Jul. 97              Oct. 97

B. Subscription to UCMP Quarterly Microfiche:  
                     \_\_\_Cancel              \_\_\_Retain

C. Are you a QuickDOC subscriber: \_\_\_Yes \_\_\_No

D. How many additional passwords: \_\_\_\_\_

*The Library Director Must Sign This Form*

Institution: \_\_\_\_\_  
 Library: \_\_\_\_\_  
 Address: \_\_\_\_\_  
**UCMPOnline™** Account Manager: \_\_\_\_\_  
 Acct. Manager's Telephone \_\_\_\_\_  
**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

(Library Director's signature required)

*Return form to MLCNY. MLCNY staff will process your application and notify you of the startup date.*

## **UCMP Online™ Access Fees**

### **UCMP Participant Rates**

First User Account	\$600.00
Each Additional Password	\$300.00

### **Non-Participant Rates**

First User Account	\$750.00
Each Additional Password	\$375.00

### **QuickDOC™**

<i>(is required if not already subscriber)</i>	\$150.00
	One time only

*UCMP Online™ will be available in 1996; billing on calendar year basis, otherwise pro-rated by the quarter.*

*There will be no hourly charge for access to UCMP Online™*

*QuickDOC™ is required and available from MLCNY for \$150.00 extra.  
Current users will receive an update module from Jay Daly.*

COPYRIGHT CLEARANCE CENTER, INC.  
 222 Rosewood Drive  
 Danvers, Massachusetts 01923  
 Telephone: (508) 750-8400 Fax: (508) 750-4744

## REGISTRATION FORM

## TRANSACTIONAL REPORTING SERVICE

To register in CCC's TRS, you may register electronically online at: **<http://www.copyright.com>** or by filling in the information requested below and return to the above address. You will then be assigned an account number and receive the most recent Catalog of Publisher Information (COPI) with complete instructions.

Contact name: \_\_\_\_\_  
 Title/Dept: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Telephone: (      ) \_\_\_\_\_ Fax: (      ) \_\_\_\_\_

## TYPE OF ORGANIZATION (Please check appropriate category)

_____ Document Supply	_____ Medical Organization
_____ Information Business	_____ Publisher
_____ Copy Shop	_____ Corporation
_____ Academic Institution	_____ Law Firm
_____ Academic Fee-Based Service	_____ Other _____
_____ Government Agency	

Please check the appropriate item:

\_\_\_\_\_ Enclosed is the \$30.00 Registration Fee (waived if annual fee is prepaid) & \$75.00 Annual Service Fee (\$105.00) total

\_\_\_\_\_ Invoice me for the \$30.00 Registration & \$75.00 Annual Service Fee (\$105.00) Total

\*\*\*\*\*

## CCC OFFICE USE ONLY:

Representative: \_\_\_\_\_ Account number: \_\_\_\_\_  
 Invoice number: \_\_\_\_\_ Date Assigned: \_\_\_\_\_

## DOCLINE ACCESS THROUGH INTERNET

**INSTRUCTIONS:**

1. Log on to your Internet account
2. Type: telnet medlars.nlm.nih.gov <press ENTER>  
(If “medlars.nlm.nih.gov” does not work, use “130.14.70.100 instead)
3. When the PLEASE ENTER LOGIN prompt appears, type the word DOCLINE followed by your userid/password.

PLEASE ENTER LOGIN  
docline abc01/cat

4. To exit the DOCLINE system, type \*1 or \*logoff
5. After disconnecting from DOCLINE, exit from your local internet host

## HOURS

Monday-Friday 7:00 am - 10:00 pm (Eastern time)  
(These are considered working days)

Saturday 7:00 am - 5:00 pm (Eastern time)

**SAMPLE DOCLINE SESSION TO TEST ACCESS THROUGH INTERNET:**

telnet medlars.nlm.nih.gov  
Trying 130.14.70.100 ...  
Connected to medlars  
Escape character is '^]'.  
PLEASE ENTER LOGIN  
docline abc01/cat <press ENTER>

ABC01 last access at 7:44:29 am on Monday, Feb 17, 1997  
Logon in progress at 02:27:57 pm on Tuesday, February 18, 1997  
Welcome to the National Library of Medicine's Computer System

```
*****2/18/97*****  
* NATIONAL LIBRARY OF MEDICINE *  
* DOCLINE SYSTEM *  
*****
```

\*\*\*WELCOME TO DOCLINE\*\*\*

If you encounter any problems please call  
the DOCLINE Service Desk

(800) 633-5666 for assistance  
(301) 496-5511 (in Maryland)

**DOCLINE MAIN MENU**

1 -> BORROW  
2 -> RECEIPT  
3 -> LEND  
4 -> STATUS  
5 -> MESSAGE  
6 -> CANCEL  
7 -> LD RECPT

ENTER CHOICE NUMBER OF \*LOGOFF> 1 <press ENTER>

**DOCLINE SYSTEM "BORROW" REQUEST**

LIBID [12345X]> \*1 <press ENTER>

ABC01 LOGGED OFF @ 14:30 Connection closed by foreign host

Please send an Internet message to let us know if you have any problems. Please send your message to [ill.nlm.nih.gov](mailto:ill.nlm.nih.gov)

## **NEW ENGLAND REGION DOCLINE GUIDELINES FOR ROUTING CELL TABLE CONSTRUCTION**

Because of the unique nature of an individual library's borrowing patterns and reciprocal agreements, it is difficult to recommend definitive rules for a particular library. However, the following guidelines are suggested to obtain optimum results from both DOCLINE and the resources within New England and the Middle Atlantic Regions.

### **Cells 1-3**

Use Cells 1-3 for consortium members or libraries with reciprocal agreements. Place heavily utilized libraries of a consortium in Cell 3, allowing DOCLINE to search smaller institutions first.

### **Cells 4-6**

Use Cells 4-6 for non-consortium member libraries with whom you have a reciprocal agreement.

### **Cells 7-8**

Use Cells 7-8 for specialized libraries, Area and Resource Libraries placing those in geographic proximity in Cell 7.

### **Cell 9**

Very large Resource Libraries should be placed here. The University of Connecticut as your RML should be placed here. Keep in mind that all possible regional resources should be utilized before a request is routed to NLM.

.....

The UCMP Participants Directory and DOCUSER provide LIBID information that will assist you in filling out the DOCLINE routing cell table. In filling out the DOCLINE routing cell table, do not limit yourself to libraries which are current DOCLINE participants, but also consider libraries which will be joining DOCLINE soon. Non-UCMP members may purchase the UCMP Participants Directory from the Medical Library Center of New York. The cost to non-UCMP Participants is \$24.00.

You may use all 180 cells provided in your routing cell table. To achieve success in sending and receiving interlibrary loans on DOCLINE, participants need to consider BOTH these guidelines and their own institution's requirements, collections, resources, time constraints, and financial circumstances. Careful consideration of these factors and the resources within the New England-Middle Atlantic Regions will permit timely, successful resource sharing for all participants.

## **NEW ENGLAND REGION DOCLINE ROUTING CELL TABLE REVISION POLICY**

### **SUMMARY:**

The National Network of Libraries of Medicine New England Region office assists the National Library of Medicine in making changes or revisions to the DOCLINE routing cell tables. The New England Region policy suggests that you review your DOCLINE routing table at least once every two years. Major changes should be limited to twice a year. Both the National Library of Medicine and the New England Region office suggest that anyone needing to make major changes to their DOCLINE cells more than twice a year should consult with their NN/LM Network Coordinator. Call the Network Coordinator, New England Region office for details and a DOCLINE revision packet. 1-800-338-7657.

### **PURPOSE:**

The New England Region DOCLINE Revision Policy defines the conditions under which New England DOCLINE librarians make changes to their routing cell table and how these changes are communicated to the New England Region office. Its purpose is:

1. to permit, within reason, as many additions, deletions and cell changes as necessary for ILL activity
2. to suggest periodic review of the DOCLINE cell routing table
3. to suggest major revisions be undertaken no more frequently than on a biannual basis

### **MAJOR CHANGES:**

Ten (10) or more changes, such as moving libraries from one cell to another cell, adding or deleting libraries, or any other edits require that the librarian submit a typed or printed revised DOCLINE routing cell table.

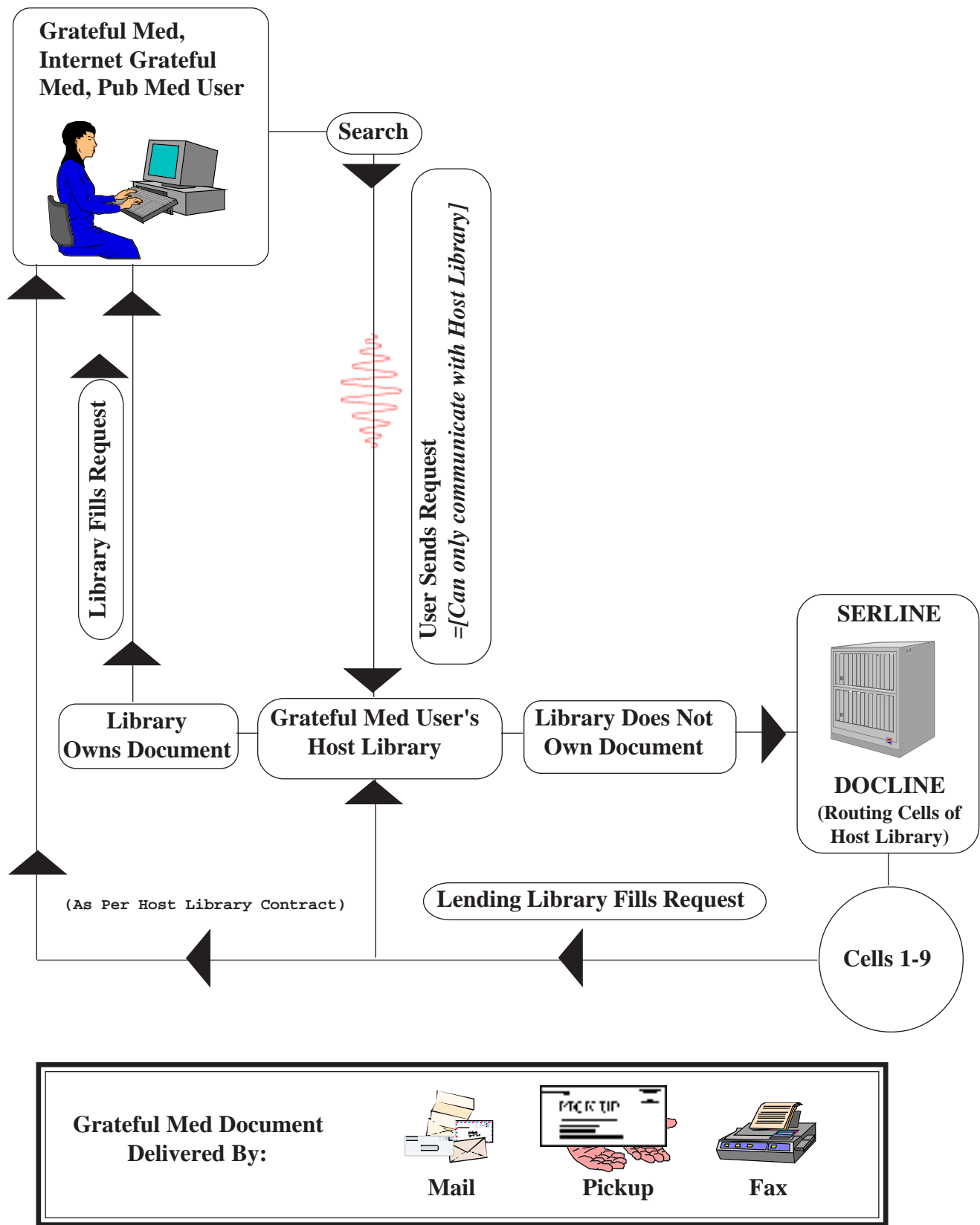
### **MINOR CHANGES:**

Ten (10) or less changes to the DOCLINE routing cell table do not require a submitted revised DOCLINE routing cell table. They may be phoned in to the Network Coordinator, or sent by e-mail. Contact the Network Coordinator for further details.

### **IMPLEMENTATION:**

To facilitate the implementation of revisions it is necessary that they are clearly legible. It is strongly suggested that they be typed, printed neatly, or done with a word processor. Failure to follow the instructions included with the revised DOCLINE routing cell table may cause tables to be returned and the revision process delayed.

LOANSOME DOC FLOW CHART







## *Fact Sheet* **LOANSOME DOC™**

### **A Document Ordering Feature of Grateful Med®**

In 1986, the National Library of Medicine (NLM) introduced a userfriendly microcomputer software package called Grateful Med which was designed to make searching NLM's MEDLARS® family of databases easier for the health professional. By 1991, Grateful Med included a document ordering feature called Loansome Doc which allows any user of IBM version 6.0 or higher or Macintosh version 2.0 or higher to order full-text articles for citations retrieved in MEDLINE®, its BACKFILES, SDILINE®, ALERT, HSTAR, and parts of HEALTH and AIDSLINE®. Loansome Doc provides a valuable link between the Grateful Med user and the user's medical library and, if necessary, the resources of thousands of the nation's medical libraries including NLM. The user's library serves as the document delivery center and point of contact for information about obtaining documents.

### **Specific Features for Requesting Documents**

Loansome Doc is designed for quick and easy access to documents for the Grateful Med user. The CONFIGURATION (setup) screen, stores the user's complete name, address, telephone number, fax number, preferred method of delivery (MAIL, FAX or PICKUP), and an identifier (LIBID) for the library that will provide documents. From a list of retrieved citations, a user can Select relevant articles. From the Loansome Doc ACTIONS menu, a user can Edit, Send or Delete the selected orders. One day after an order is sent, a user can receive a status report by choosing the Loan Status function.

### **Requirements**

Grateful Med users who desire to use the Loansome Doc feature must first establish an agreement with a medical library that uses DOCLINE®, (NLM's automated interlibrary loan request and referral system) to provide document delivery. That library is referred to as the user's "Ordering Library." Health professionals who are currently affiliated with a medical library should contact that library first. Unaffiliated health professionals, or users who are unsure about which library to contact, can get this assistance from a Grateful Med Help screen. This will direct them to the Regional Medical Library (RML) in their area that will provide information about libraries with which the user may **establish** Loansome Doc Service. Information about libraries that participate in this service can be obtained by calling 1-800-338-RMLS (7657).

Grateful Med users who enter into an agreement with a library to use Loansome Doc will be given the library's unique identification number, called a LIBID. The user then stores the LIBID in the CONFIGURATION screen for Loansome Doc. This number is transmitted with each batch of orders, and serves to identify the library to which the orders are sent. Each user also has the option to have a request routed to another library if the ordering library cannot fill it. This option is located on the CONFIGURATION screen and can be changed for each individual order by answering Yes or No to the question: "Fill Using Additional Libraries if Necessary?"

## **Loansome Doc Process**

Outlined below are the six steps in a Loansome Doc request starting with a Grateful Med search and ending with delivery of the copy of a document.

1. Grateful Med user sends a search query to MEDLINE, its BACKFILES, HEALTH, SDILINE, ALERT, or AIDSLINE.
2. References are downloaded to the user's PC. User selects those to be ordered.
3. Using the Loansome Doc ACTIONS screen, the user orders the references selected. They are sent to the MEDLARS Order File.
4. The NLM computer electronically transfers the orders from the MEDLARS Order File to the user's Ordering Library using DOCLINE.
5. Staff at the Ordering Library are notified of pending Loansome Doc requests when they log on to DOCLINE. The requests are printed and processed. Each is handled according to the printed instructions on the request as specified by the Grateful Med user.
6. If the Ordering Library fills the request, the order record is updated as "Filled," and the photocopy of the document is mailed, faxed or set aside for pickup by the user. If the user's Ordering Library is unable to fill the request and the user has indicated that the request can be sent to another library, the Ordering Library then transfers the request and routes it to another library that has the journal with the requested article. If the user indicates that the request should not be forwarded to another library, the Ordering Library then updates the request as "Not Filled," and the user's request is canceled.

## **Requesting a Status Report**

NLM updates the status of all document orders daily in the MEDLARS Loan Status File. The Grateful Med user may request a status report of document orders through a dial-up to the NLM computer initiated from the Loansome Doc Actions screen. Twenty-four hours after an order is sent, a user may expect to find it in the Loan Status File. The Loan Status Report consists of an order number, an abbreviated title, and one of five possible status notations: ("Order Not Yet Read by Library," "Filled (date)," "Not Filled (date)," "In Process," "In Process - Order Forwarded to Other Library.")

## **Costs**

Users will incur an average charge of 30 cents for the online connection to transmit a batch of requests to a library. Photocopy or other source charges for providing the documents will vary from library to library.

For a complete list of NLM Fact Sheets, write to:

Office of Public Information  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, Maryland 20894  
Fax: (301) 496-4450

Internet address: [publicinfo@nlm.nih.gov](mailto:publicinfo@nlm.nih.gov)

Access to NLM fact sheets is also available for Internet users through FTP (File Transfer Protocol). To access, ftp to [nlmpubs.nlm.nih.gov](ftp://nlmpubs.nlm.nih.gov) and login as: anonymous.

## GENERIC LOANSOME DOC FEE SCHEDULE

As soon as the Loansome Doc registration form is completed and signed, the \_\_\_\_\_ Library will provide you with the Ordering Library ID. This ID will allow you to electronically order articles and eliminate having to copy down citations on slips of paper. The \_\_\_\_\_ Library will not honor any Loansome Doc request prior to receiving the completed and signed registration form.

The Library staff of \_\_\_\_\_ Hospital is able to provide you with the following services through Loansome Doc.

- Loansome Doc requests for journal articles will be receipted daily and articles not available in the \_\_\_\_\_ Library will be electronically ordered for you within 24 hours of receipt.
- Requests referred to other providing libraries are on an average filled within a 1-1/2 week timeframe. If you do not receive an article two weeks after ordering, please notify \_\_\_\_\_ (Librarian).
- Requests for journal articles may be checked in your *Grateful Med* program by using the Loansome Doc screen. NOTE: it takes 24 hours for ordered requests to be located in the Loan Status File.
- Regretfully, Loansome Doc does not have a provision for cancelling requests once they are received by the \_\_\_\_\_ Library.
- There is no provision in Loansome Doc for RUSH FAX or FEDEX deliveries.

I look forward to providing you with this new service and serving as your link to full-text medical literature.

Please call \_\_\_\_\_ (librarian) at (    ) \_\_\_\_\_ if you have any questions.

### Loansome Doc charges per article

	<u>Article charge</u>	<u>Fax charge</u>
Affiliated hospital staff member	\$8.00	\$16.00
Unaffiliated health professional	\$12.00	\$16.00
Businesses and individuals not covered in above categories	\$16.00	\$20.00

revised 9/92

**GENERIC LOANSOME DOC REGISTRATION FORM**

Name \_\_\_\_\_

Grateful Med User ID \_\_\_\_\_

Delivery Address \_\_\_\_\_

Type of Business/Profession \_\_\_\_\_ Phone (    ) \_\_\_\_\_ Fax (    ) \_\_\_\_\_

**METHOD OF PAYMENT (choose one)**\_\_\_\_\_ **Deposit Account (minimum balance of \$50.00)**\_\_\_\_\_ **Departmental bill back** \_\_\_\_\_**Signature of department head****PLEASE READ AND SIGN BELOW:**

I understand that Loansome Doc provides me with a convenient means to request articles. I understand that like a library's interlibrary loan program, Loansome Doc is a fee-for-service.

- \_\_\_\_\_ (librarian) will place any Loansome Doc request received for in-house materials in my mailbox and either myself or someone on my staff will photocopy these articles.
- \_\_\_\_\_ (librarian) will order any article not held within the Library and charge me/the department for these articles.

I understand that 10 articles per day is the maximum number of articles which I may request per day.

This agreement is valid for one year from \_\_\_\_\_ to \_\_\_\_\_.

**WARNING CONCERNING COPYRIGHT COMPLIANCE**

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use", that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of the Copyright Law.

I understand the material I request may be subject to copyright restrictions (Title 17, U.S. Code). I hereby authorize the \_\_\_\_\_ Library to process all requests submitted by myself and agree to pay any charges incurred for the service.

**Signature** \_\_\_\_\_**Date:** \_\_\_\_\_**Return this form to:** \_\_\_\_\_ **Library**

\_\_\_\_\_

\_\_\_\_\_

**7/92**

## **BASIC HEALTH SCIENCES LIBRARY NETWORK**

### **GOAL**

The goal of the Basic Health Sciences Library (BHSL) Network for the New England Region and the Middle Atlantic Region is to maximize the free resources of those participants categorized as Basic Health Science Libraries. Developed by the Networking and Interlibrary Loan Committee of the Health Sciences Library Association of New Jersey (HSLANJ), the BHSL Network has attracted participants who want to increase access for free interlibrary loans across state lines within the New England-Middle Atlantic Regions.

In 1992, BHSL began its seventh year of operation. Starting with 132 charter members in 1986 it currently boasts membership of 366 libraries. In its first six months of operation the members exchanged 54,000 free loans, in 1990 the 320 members exchanged 316,000 free loans. The vision of its founders from HSLANJ, the CHI Consortium and the BOSI and MEDLI Consortia has been realized.

Each of the participating groups has a network coordinator who performs a number of important functions outlined in the information packet. Issues in regard to the ongoing governance of the BHSL Network are currently being addressed. Each of the participating groups has a representative and input into the ongoing structure, focus and activities of the BHSL Network.

Operating goals are being established and will be monitored on a regular basis. The purpose of the Basic Health Sciences Network is NOT for libraries to receive and fill more loans than it had before, but to increase the number of FREE loans it transacts with other participants.

### **ACCESS TO THE BHSL NETWORK**

A Union List of Serials is essential to accessing the Basic Health Sciences Network. The BHSL Network must have a common union list as its locator tool. After surveying each state in the New England-Middle Atlantic Regions it is obvious that the only union list with commonality among several states is the Union Catalogue of Medical Periodicals (UCMP), compiled, produced and distributed by the Medical Library Center of New York. In order to participate in the Basic Health Sciences Library Network (BHSL), the member library's holdings must be listed in UCMP and updated regularly.

### **ELIGIBILITY REQUIREMENTS**

The following four criteria must be met in order to become a participant in the Basic Health Sciences Library (BHSL) Network:

- (1) Enter and maintain holdings in the Union Catalogue of Medical Periodicals (UCMP).
- (2) Fill interlibrary loan requests from other participating libraries at no charge.
- (3) Submit monthly statistics and reports on a regular basis.
- (4) Adhere to network codes, borrowing hierarchies, rules and other agreed upon regulations.
- (5) Agree that UCMP code be marked as a BHSL participant.

### **MONITORING SYSTEM**

Network Coordinators notify each other of changes in their groups and pass on information received from other coordinators. They bring problems and suggestions to the Committee, and providing feedback and reports to their local groups, along with local education in the use of the Network.

## **SUMMARY**

BHSL's success thus far is based on the cooperation of the participating libraries. This is an exciting project for all involved and commitment to its success is an ongoing priority for all of its members

## **NETWORK COORDINATORS**

### **ASSOCIATION OF RHODE ISLAND HEALTH SCIENCE LIBRARIES (ARIHSL)**

Grace Varghese  
Elanor Slater Hospital  
Medical Library  
Box 8269  
Cranston, RI 02920  
401-464-3439

### **CONNECTICUT ASSOCIATION OF HEALTH SCIENCE LIBRARIES (CAHSL)**

Patricia Wales  
Hospital of Saint Raphael  
Health Science Library  
1450 Chapel St.  
New Haven, CT 06511  
203-789-3330

### **MASSACHUSETTS BHSL**

Eleanor McNutt  
Berkshire Medical Center  
Medical Library  
725 North Street.  
Pittsfield, MA 01201  
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### **NEW HAMPSHIRE-VERMONT (NH-VT)**

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Parkland Medical Center  
Library  
Derry, NH 03038  
603-432-1500

### **Maine Health Sciences Libraries and Information Consortium (HSLIC)**

Cora Damon  
MaineGeneral Medical Center at Waterville  
Health Sciences Library  
North Street  
Waterville, ME 04901  
207-872-1224

**PHONE NUMBERS**

Collection Access Section, NLM (DOCLINE) . . . . .	toll free 1-888-346-3656 or (301) 496-5511
Copyright Clearance Center . . . . .	(508) 744-3350
Electronic Fund Transfer System (EFTS) . . . . .	(860) 679-4500
Medical Library Center of New York . . . . .	(212) 427-1630
National Network of Libraries of Medicine, New England Region . . . . .	(800) 338-7657
NELINET . . . . .	(800) NELINET
NN/LM Network Coordinator . . . . .	(860) 679-4793
QuickDOC . . . . .	(617) 734-0918
Research Libraries Group (RLG) . . . . .	(800) 537-7546

**ALA NATIONAL INTERLIBRARY LOAN CODE, 1993**

Approved by the Reference and Adult Services Division Board of Directors on February 8, 1994

Posted July 15, 1994 on the World Wide Web at:

[gopher://ala1.ala.org:70/00/alagophxiii/alagophxiirasd/40715006.document](http://gopher://ala1.ala.org:70/00/alagophxiii/alagophxiirasd/40715006.document) (retrieved April 2, 1997)

For Further Information Contact: Cathleen Bourdon, 800-545-2433, ext. 4395, e-mail: [u55381@uicvm.uic.edu](mailto:u55381@uicvm.uic.edu).

**INTRODUCTION**

The Reference and Adult Services Division, acting for the American Library Association in its adoption of this code, recognizes that the exchange of material between libraries in the United States is an important element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

Interlibrary loan is essential to the vitality of libraries of all types and sizes and is a means by which a wider range of materials can be made available to users. In the interests of providing quality service, libraries have an obligation to obtain materials to meet the informational needs of users when local resources do not meet those needs.

Interlibrary Loan has been described as an adjunct to, not a substitute for, collection development in individual libraries. Changes in the last decade have brought increasing availability of materials in alternative formats, an abundance of verification and location information, and a shift in the very nature of interlibrary cooperation. Interlibrary borrowing is an integral element of collection development for all libraries, not an ancillary option.

The effectiveness of a national resource sharing system depends upon the responsible distribution of borrowing and lending. Libraries of all types and sizes should be willing to share their resources liberally so that a relatively few libraries are not overburdened. Libraries must be willing to lend if they wish to borrow.

This code is designed to regulate lending and borrowing relations between libraries. It is not the intent of this code to prescribe the nature of interlibrary cooperation within formally established networks and consortia, or to regulate the purchase of materials from document suppliers. However, this Code may be used as a model for development of state, regional, or local interlibrary loan codes.

This code provides general guidelines for the requesting and supplying of materials between libraries. Specific guidelines and procedures are found in such sources as those listed in the bibliography.

**I. Definition**

Interlibrary loan is the process by which a library requests materials from, or supplies materials to, another library.

**II. Purpose**

The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, materials not available in the user's local library.

**III. Scope**

- A. Interlibrary loan is a mutual relationship and libraries should be willing to supply materials as freely as they request materials.
- B. Any materials, regardless of format, may be requested from another library. The supplying library determines whether the material can be provided.

**IV. Responsibilities of the Requesting Library**

- A. The requesting library should establish and maintain an interlibrary loan policy for its borrowers and make it available.



- B. The requesting library should process requests in a timely fashion.
- C. The requesting library should identify libraries that own and might provide the requested materials. The requesting library should check the policies of potential suppliers for special instructions, restrictions, and information on charges prior to sending a request. The requesting library is responsible for all authorized charges imposed by the supplying library.
- D. Requests for materials for which locations cannot be identified, should be sent to libraries that might provide the requested materials and be accompanied by the statement "cannot locate". The original source of the reference should be cited or a copy of the citation provided.
- E. The requesting library should avoid sending the burden of its requests to a few libraries. Major resource libraries should be used as a last resort.
- F. The requesting library should transmit all interlibrary loan requests in standard bibliographic format in accordance with the protocols of the electronic network or transmission system used. In the absence of an electronically generated form, the American Library Association Interlibrary Loan request form should be used.
- G. The requesting library must ensure compliance with the U.S. copyright law and its accompanying guidelines. Copyright compliance must be determined for each copy request before it is transmitted, and a copyright compliance statement must be included on each copy request. Copyright files should be maintained as directed in the CONTU Guidelines.(See bibliography for full citations to these documents).
- H. The requesting library is responsible for borrowed materials from the time they leave the supplying library until they have been returned and received by the supplying library. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.
- I. The requesting library is responsible for honoring due dates and enforcing all use restrictions specified by the supplying library.
- J. The requesting library should request a renewal before the item is due. If the supplying library does not respond, the requesting library may assume that the renewal has been granted for the same length of time as the original loan.
- K. The requesting library should return materials by the due date and respond immediately if the item has been recalled by the supplying library.
- L. The requesting library should package materials to prevent damage in shipping, and comply with special instructions stated by the supplying library.
- M. The requesting library is responsible for following the provisions of this code. Continued disregard for any provision may be reason for suspension of borrowing privileges by a supplying library.
- V. Responsibilities of the Supplying Library**
- A. The supplying library should establish and maintain an interlibrary loan policy, make it available in paper and/or electronic format, and provide it upon request.
- B. The supplying library should process requests within the timeline established by the electronic network. Requests not transmitted electronically should be handled in a similar time frame.
- C. The supplying library should include a copy of the original request, or information sufficient to identify the request, with each item.
- D. The supplying library should state any conditions and/or restrictions on use of the materials lent and specify any special return packaging or shipping requirements.

- E. The supplying library should state the due date or duration of the loan on the request form or on the material.
- F. The supplying library should package the items to prevent damage in shipping.
- G. The supplying library should notify the requesting library promptly when unable to fill a request, and if possible, state the reason the request cannot be filled.
- H. The supplying library should respond promptly to requests for renewals. If the supplying library does not respond, the borrowing library may assume that the renewal has been granted for the same length as the original loan period.
- I. The supplying library may recall materials at any time.
- J. The supplying library may suspend service to any requesting library which fails to comply with the provisions of this code.

## **BIBLIOGRAPHY**

Interlibrary loan personnel should be familiar with and use current editions of relevant documents and aids including:

Boucher, Virginia, *Interlibrary Loan Practices Handbook*. Chicago, ALA, 1984. (2nd ed. in prep.)

"Confidentiality of Library Records," Sec 52.4 "ALA Policy Manual," ALA Handbook of Organization, 1992-93, pp. 145-45.

Copyrights, Pub.L No.94-533, 90 Stat.2541 (codified as amended in scattered sections of 17 U.S.C.)

"Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests." ALA, Reference and Adult Services Division, 1993. Available from ALA Headquarters Library.

"Guidelines for Packaging and Shipping Microforms." ALA, Association for Library Collections and Technical Services, 1989. 1p. Available from ALA Headquarters Library.

"Guidelines for Preservation Photocopying of Replacement Pages." ALA, Association for Library Collections and Technical Services, 1989. 3p. Available from ALA Headquarters Library.

"Guidelines for the Loan of Rare and Unique Materials." ALA Association of College and Research Libraries, Rare Books and Manuscripts Section, A Hoc Committee on the Interlibrary Loan of Rare and Unique Materials. *College and Research Libraries News*, vol. 54, no. 5, May, 1993. pp. 267-269.

*Intellectual Freedom Manual*. Compiled by ALA Office of Intellectual Freedom, 4th ed. Chicago, ALA, 1992.

"Interlibrary Loan Training and Continuing Education Model Statement of Objectives." ALA RASD Interlibrary Loan Committee. 1990.

"International Lending: Principles and Guidelines for Procedure (1987)", *International Lending and Document Supply*. vol. 16. January 1988. pp. 28-32.

"Library Bill of Rights". Chicago, ALA, 1980.

Morris, Leslie and Sandra Chass Morris, *Interlibrary Loan Policies Directory* 4th ed. N.Y. Neal-Schuman, 1991.

National Commission on New Technological Uses of Copyrighted Work "Guidelines for the Proviso of Subsection 108(g)(2)" (Called "CONTU Guidelines") in H.R. Conf. Rep. No. 1773, 94th Cong. 2d Sess. (1976).

National Information Standards Organization. *Interlibrary Loan Data Elements*. Z39.63-1989. New Brunswick, N.J. Transaction Publishers, 1990.

"National Interlibrary Loan Code for the United States" 1993. Chicago, ALA, 1993 In addition the following are necessary:

Procedure manuals for online interlibrary loan systems.

Lending policies of all libraries to which requests are sent.

All consortium, state, or regional codes that apply.

The standard bibliographic tools and services necessary for verification and location of requested materials.

## **Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests and Materials**

Approved by the Reference and Adult Services Division Board of Directors, February 8, 1994.

Posted May 6, 1994 on the World Wide Web at:

[gopher://ala1.ala.org:70/00/alagophxiii/alagophxiirasd/40506045.document](http://gopher://ala1.ala.org:70/00/alagophxiii/alagophxiirasd/40506045.document) (retrieved April 2, 1997)

For Further Information Contact: Cathleen Bourdon, 800-545-2433, ext. 4395, e-mail: [u55381@uicvm.uic.edu](mailto:u55381@uicvm.uic.edu).

### **I. INTRODUCTION**

Telefacsimile (fax) and electronic document delivery (EDD) over the Internet are two methods of communication that have been adapted to the needs of libraries for quick and easy transmission of data. The fastest growing application of these types of delivery in libraries is as a mechanism for the rapid relay of interlibrary loan requests and/or responses to those requests when they take the form of brief journal articles, excerpts from larger works, and other easily reproduced materials that have been requested through accepted communications channels.

These guidelines address the needs of libraries that use fax and EDD systems in the interlibrary borrowing and lending processes. As such, these guidelines are intended to enhance other interlibrary loan codes and guidelines currently in use, and should be used in conjunction with the National Interlibrary Loan Code for the United States, 1993, the copyright law (Title 17, US Code), the National Commission on New Technological Uses of Copyrighted Works (CONTU) guidelines on "Photocopying Interlibrary Arrangements" including "Guidelines for the Proviso of Subsection 108(g)(2)," and any state, regional, network, or consortium guidelines that may be in effect. These guidelines should be used to expedite interlibrary loan when no state, regional, network, or consortium guidelines apply.

The purposes of these guidelines are: (1) to establish uniformity with regard to type of equipment to be used; (2) to recommend uniform practices with regard to equipment operation and administration; (3) to establish guidelines for borrowing and the formatting of requests to be transmitted; and (4) to set guidelines for responses to requests by lending libraries.

### **II. EQUIPMENT**

- A. Fax equipment should be digital equipment compatible with the Consultative Committee for International Telephone and Telegraph (CCITT) Group III standards. The equipment should have, as a minimum, features providing automatic sending and receiving, and a document feeder that allows the transmission of multiple pages.
- B. Each fax machine should have a dedicated telecommunication line to insure high quality transmission and maximum access.
- C. Other EDD equipment should be configured to send to and receive from other libraries using the same type of equipment.

### **III. GENERAL GUIDELINES**

- A. In accordance with the library's published lending policy, an interlibrary loan request may be transmitted via fax or electronically to another library. An electronic response and/or delivery may also be requested of that library in accordance with state, regional, or national interlibrary loan codes and the library's published lending policy.
- B. Each fax or EDD transmission should include a cover or identifying sheet that includes the sender, the receiver, the number of pages being transmitted, and the sender's voice telephone number, telefacsimile number, and/or electronic address. The cover sheet may be omitted when transmitting an interlibrary loan request provided that all identifying information is included on the ILL request form.

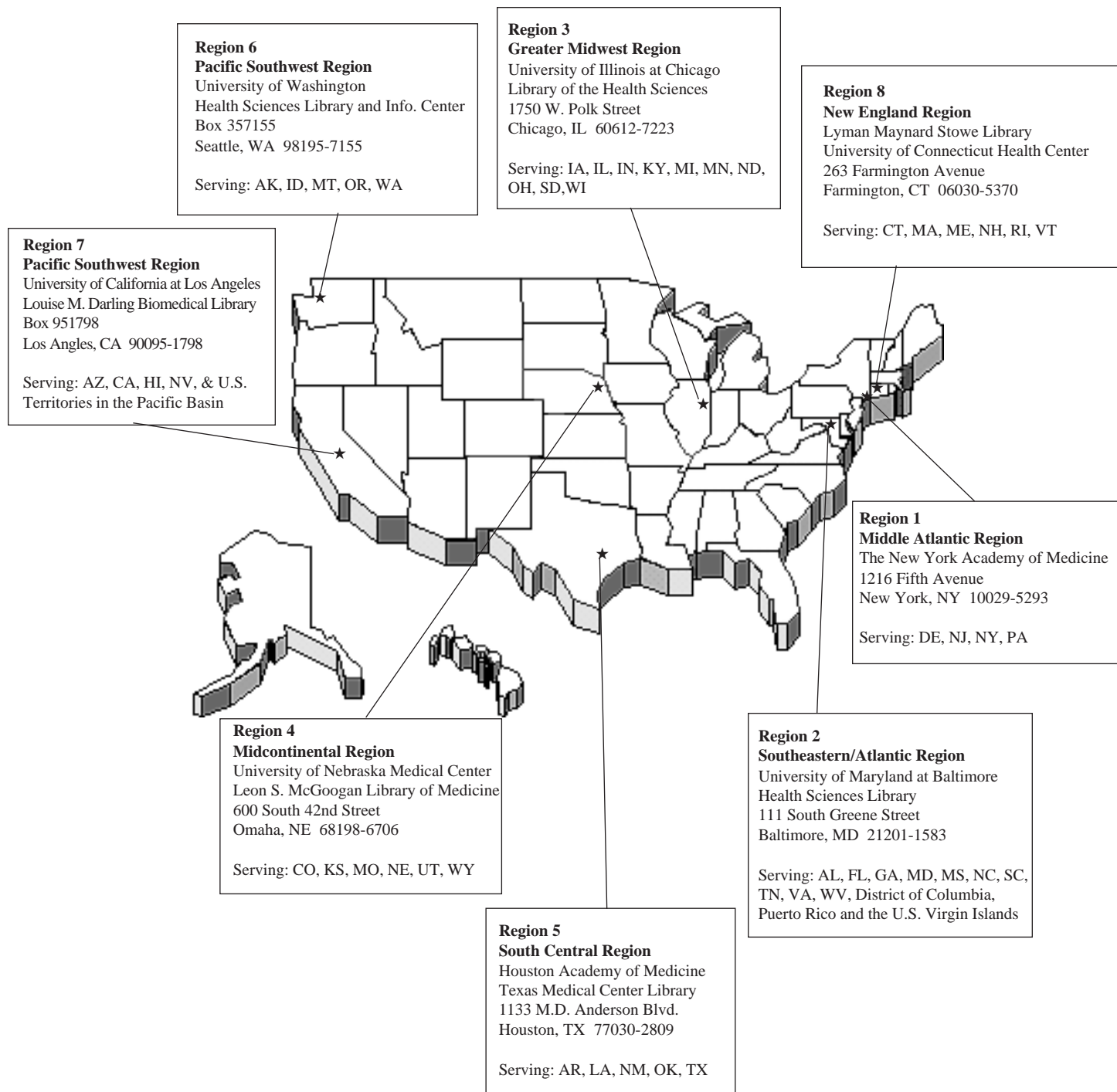
# NEED TO FIND A NEARBY MEDICAL LIBRARY?

**We Can Help!**

## The National Network of Libraries of Medicine

Call the Regional Medical Library in your area for information

(800) 338-7657





## *Fact Sheet*

# THE NATIONAL LIBRARY OF MEDICINE

The National Library of Medicine (NLM), on the campus of the National Institutes of Health in Bethesda, Maryland, is the world's largest research library in a single scientific and professional field. It collects materials in all major areas of the health sciences and to a lesser degree in such areas as chemistry, physics, botany and zoology. The collections stand at 5 million items--books, journals, technical reports, manuscripts, microfilms, and pictorial materials. Housed within the Library is one of the world's finest medical history collections of old (pre-1914) and rare medical texts, manuscripts, and incunabula.

The Library's books and journals may be consulted in the reading room or requested on interlibrary loan. Medical audiovisual materials can be viewed in the Library's Learning Resource Center and borrowed on interlibrary loan. (There is a fee for all interlibrary loan transactions.)

NLM is a national resource for all U.S. health science libraries through a National Network of Libraries of Medicine (NN/LM™) consisting of 4,500 "primary access" libraries (mostly at hospitals), 140 Resource Libraries (at medical schools), 8 Regional Libraries (covering all geographic regions of the U.S.), and the NLM itself as a national resource for the entire Network. About 3 million interlibrary loan requests are filled each year within this Network.

## **MEDLARS®**

The Library's computer-based Medical Literature Analysis and Retrieval System (MEDLARS) allows rapid access to NLM's vast store of biomedical information. It was a pioneering effort to use emerging computer technology of the early 1960s for the production of bibliographic publications and for conducting searches of the literature for health professionals. MEDLARS is still used for preparing and photocomposing bibliographic publications like Index Medicus®--the monthly subject/author guide to articles in 3,000 journals. Today, through communications networks, MEDLARS search services are available online to individuals and institutions throughout the world.

MEDLARS now represents a family of approximately 40 databases of which MEDLINE® is the most well known. Essentially Index Medicus online, MEDLINE enables individuals and organizations to query the NLM computer's store of journal article references on specific topics. It currently contains eight million references going back to 1966. The other databases provide information on cataloging and serials, toxicological and chemical data, audiovisual materials, and information on cancer and other specialized areas of health and disease.

All of the databases are available through NLM's online network of more than 150,000 institutions and individuals in the United States. Some 7.5 million searches were done in 1996. User fees are charged to recover the full costs of providing access to the system. NLM's user-friendly software, GRATEFUL MED®, has also given easy access to NLM's databases. Access to the MEDLINE database is also available through commercial networks and on CD-ROM from several private companies.

## **Research and Development**

Research and development is carried out by the Lister Hill National Center for Biomedical Communications (LHNCBC) and the National Center for Biotechnology Information (NCBI). The former, named after the late Senator from Alabama, explores the uses of computer, communication, and audiovisual technologies to improve the organization, dissemination, and utilization of biomedical information.

The Lister Hill Center was established in 1968, and played a lead role in developing MEDLARS. Since then it has conducted a number of valuable communications experiments using NASA satellites, microwave and cable television, and computer-assisted instruction. Currently they are applying High Performance Computing and Communications (HPCC) technologies to health care-related projects involving, for example, telemedicine, testbed networks, virtual reality, and imaging. Computer-based "Expert" systems that will make available to practitioners the knowledge of highly trained specialists have been devised in several medical fields. Another program, the Visible Human, has created, in complete anatomical detail, three-dimensional representations of the male and female human body, resulting in a large digital image library of volumetric data. "The Learning Center," a facility that makes available for on-site review the latest hardware and software in health sciences education, has been opened within the Lister Hill Center.

Established by Congress in 1988, the National Center for Biotechnology Information, has assumed a leadership role in developing information services for biotechnology--the task of storing and making accessible the staggering amounts of data about the human genome resulting from genetic research at the NIH and laboratories around the nation. NCBI is a recognized leader in basic research in computational molecular biology, and is also responsible for developing innovative computer solutions for the management and dissemination of the rapidly growing volume of genome information. In 1992, NCBI began distributing GenBank®, a collection of all known DNA sequences, and in 1996 it put the Human Gene Map on the World-Wide Web.

## **Toxicology and Environmental Health Program (TEHIP)**

The TEHIP Program was established in 1967 to provide national access to information on toxicology, and is charged with setting up computer databases from the toxicology literature and from files of both governmental and nongovernmental collaborating organizations. Among the databases developed by TEHIP are TOXLINE® (Toxicology Information Online), CHEMLINE®, and CHEMID®. The latter two are chemical directory files. TEHIP also implemented the TOXNET® (Toxicology Data Network) system of 12 toxicologically oriented data banks useful in chemical emergency response and other applications.

## **Grant Programs**

The Extramural Programs Division of NLM provides a variety of grants to support research and development activities leading to the better management, dissemination, and use of biomedical knowledge. Grants are available to support research in medical informatics, health information science, and biotechnology information, as well as for research training in these areas. Network planning and development grants support computer and communication systems in medical centers and health



institutions, and the study of new opportunities with high-speed computer networks in the health sciences. Health science library resource grants assist in improving information access and services for health professionals. Research and publications in the history of medicine and the life sciences are also supported.

Statistical Profile of NLM: (September 30, 1996) Staff (full-time equivalents) - 575; Appropriation (FY 1997) - \$141,000,000; Articles indexed (all databases) - 336,000; Circulation requests filled - 416,000; Collection (book and nonbook items) - 5,186,000 ; Computerized searches (all databases) - 7,400,000; Journals indexed (for Index Medicus) - 3,100; Serial titles received - 22,600; Titles cataloged - 20,400.

For Visitors: Metrorail--NLM is 300 yards south of the Medical Center stop on the Red Line.

Address: National Library of Medicine, 8600 Rockville Pike, Bethesda, MD 20894; Phone: 1-800-272-4787 (health professional inquiries); (301) 496-6308 (public information).

Tours : Tours are given Mon through Fri at 1 p.m. and start at the Visitors Center (Lobby of Bldg 38A, Lister Hill Center). For group tours: Call (301) 496-6308 or write to NLM's Public Information Office.

Reading Room Hours: (Main Reading Room) (Winter) Mon., Tues., Wed., Fri: 8:30 a.m. - 5:00 p.m.; Thurs: 8:30 a.m. - 9:00 p.m. (Reference Assistance available until 7:00 p.m.); Sat: 8:30 a.m. - 12.30 p.m. (Summer ) Mon through Fri: 8:30 a.m. - 5:00 p.m.; Sat: 8:30 a.m. - 12.30 p.m. History of Medicine Division Hours: Monday through Friday: 8:30 a.m. - 5:00 p.m.

For more information about the programs described in this Fact Sheet, contact the Office of Public Information, NLM (see address above); Email: [publicinfo@nlm.nih.gov](mailto:publicinfo@nlm.nih.gov) ; World-Wide Web site: <http://www.nlm.nih.gov>

U.S. National Library of Medicine (NLM)

<http://www.nlm.nih.gov/>

Last updated: 16 January 1997





## *Fact Sheet* **DOCLINE®**

DOCLINE is the National Library of Medicine's automated interlibrary loan request and referral system. It was developed to fill the immediate need for improved service to the health professional by the rapid routing of interlibrary loan requests throughout the National Network of Libraries of Medicine (NN/LM). Design features of the DOCLINE system are simplicity and ease of use.

Requests may be input, received, and updated without formal training. Other major advantages are collection of management information on interlibrary loan activity and reduction in staff time to process requests. Implementation of DOCLINE began in March 1985 and by April 1996, over 2,800 libraries were DOCLINE users.

### **Description**

When creating interlibrary loan requests, the user enters a library identification number (LIBID) rather than the entire name and address of the borrowing institution. Because DOCLINE is linked to MEDLINE®, its backfiles, and the HEALTH file, the borrowing library is able to input the unique citation number (UI) from MEDLINE and HEALTH and have all of the needed bibliographic data automatically placed in the ILL request. The same links exist to the CATLINE®, SERLINE®, Clinical Alerts and AVLINE® databases. If there is no UI, the system prompts the user to input the bibliographic data. Each request can be edited quickly and easily to correct errors made during input before releasing the request to the system for routing to a potential lending library.

Librarians are able to access DOCLINE to check the status of their loans both as a borrower and lender. Lenders receive and print their requests daily at their terminals. After a loan is either filled or not filled the action taken is entered into the system by the lender and the request is updated. Borrowers also receive daily online lists of requests that have been completely routed through DOCLINE and remain unfilled.

Automatic routing of requests for titles in SERHOLD®, NLM's National Biomedical Serials Holdings database which contains the holdings of 3,192 libraries, is a major component of the system. Routing is based on holdings data in SERHOLD, as well as on established local routing patterns provided by applicants. Requests are routed only to DOCLINE participants identified as holders of the requested material and included on the stored routing table provided by the borrower. The system automatically equalizes the workload among potential lenders. Requesters also have the option to select one preferred lender for each request. If the request is not filled by that lender, automatic routing then occurs.

Routing of requests for serial titles that are not in SERLINE, monographs, and audiovisuals cannot be automatic, as there is no master holdings database for these materials. Instead, these requests are routed to potential lenders input by the requester. Four time- triggered actions have been built into DOCLINE:

The requester may stipulate a date after which an item is no longer needed. Once that date is reached and before referral to the next potential lending institution, DOCLINE automatically will "retire" the loan request. Lending institutions must accept their loan requests within one working day of input or the requests will be routed automatically to another potential lender. If no update of a loan request has occurred within three working days of receipt, a reminder message will be generated automatically by the system and sent electronically to the potential lender who received the request. The loan will be routed automatically to another potential lender if there has been no action within four days of receipt.

### **Loansome Doc®**

Loansome Doc, the National Library of Medicine's document ordering capability for Grateful Med® users, allows health professionals to order documents electronically from a DOCLINE library. All Grateful Med users ordering documents must identify a DOCLINE library that is willing to serve them. The health professional performs a Grateful Med search on MEDLINE, its backfiles, HEALTH file or SDILINE® then, reviews the citations retrieved, and identifies specific documents ordered.

The order is sent by Grateful Med to the DOCLINE library. The Grateful Med user only has the capability of selecting documents to be ordered from a list of bibliographic citations retrieved from an online search. The document orders sent to the Grateful Med user's Ordering Library (DOCLINE library) are managed by the NLM mainframe computer. The Grateful Med user does not have access to DOCLINE. The request will contain information similar to a DOCLINE request.

DOCLINE libraries are encouraged to participate in Loansome Doc and serve health professionals who are Grateful Med users and who wish to obtain document delivery service using this new feature in Grateful Med. Loansome Doc provides several advantages to libraries providing document delivery services to health professionals.

1. All requests received via Loansome Doc will have correct citation information.
2. Requests can be receipted by the library at a convenient time, anytime DOCLINE is available.
3. All requests will be on identical forms.
4. Each request will carry a legible and correct user's name and address.
5. NO citation will need to be rekeyed to transfer it to DOCLINE. The citation is transferred to DOCLINE by inputting the request number.
6. Grateful Med users can check on the status of their loans electronically rather than calling the library.

### **Management Information**

Each DOCLINE participant receives regular summary reports on its activity as a lender and as a borrower. Reports in greater depth, including, for example, collection development data are distributed annually.

### **Access**

DOCLINE application packets are distributed by the Regional Medical Libraries. Completed applications,

including the routing tables, are reviewed by the RML's before being sent to NLM. Institutions will be assigned a DOCLINE code when their application is processed by NLM. Some institutions may wish to secure a second code at the time of application if their interlibrary loan activity warrants an additional code. NLM has no plans to implement charges for the use of DOCLINE.

## **Equipment**

Any terminal that can access MEDLINE and is able to display 80 characters on a line is able to access DOCLINE. NLM recommends using microcomputers with terminal emulation software, operating at 1200, 2400, or 9600 baud with a printer. These will make use of DOCLINE easier and more efficient.

## **Service Desk**

For assistance using DOCLINE or questions about the system, call the DOCLINE Service Desk at 800-633-5666. When staff is not available, callers may leave a recorded message and a staff member will return the call.

## **Training and Documentation**

DOCLINE is easy to learn and use and does not require formal training. NLM provides a user manual to all new users. Updates will be distributed to all users when changes are made to the system.

## **Availability**

DOCLINE is available from 7:00 a.m. to 10:00 p.m. Eastern Time, Monday through Friday, and from 7:00 a.m. to 5:00 p.m. Eastern Time, Saturday. DOCLINE is not available on major national holidays (Thanksgiving, Christmas, New Year's Day, Memorial Day, Independence Day, Labor Day).

For further information concerning DOCLINE please contact:

Collection Access Section  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, MD 20894  
301/496-5511  
800/633-5666  
Internet: [ill@nlm.nih.gov](mailto:ill@nlm.nih.gov)  
Bethesda, MD 20894  
email: [publicinfo@nlm.nih.gov](mailto:publicinfo@nlm.nih.gov)  
Internet: <http://www.nlm.nih.gov>

U.S. National Library of Medicine (NLM)  
<http://www.nlm.nih.gov/>  
Last updated: 31 May 1996



## *Fact Sheet* **DocView™**

### **Desktop Access to Documents via the Internet**

#### **Problem addressed**

Electronic access to bibliographic and full-text databases has been routinely done for many years, but the electronic retrieval of complete documents, journal articles for example, is rare even today. The DocView project addresses the issues in providing end users access to electronic bitmapped documents over the Internet, both from image databases as well as from workstations that scan paper documents and transmit the images. Once the user receives the document images on the desktop, he or she may preview the pages on the screen, manipulate the image (zoom, scroll, pan, rotate), copy portions of pages of interest, electronically "bookmark" desired pages, print only the pages needed, and manage collections of documents.

#### **What is DocView?**

DocView is a Windows software application that enables end users of libraries or information services to use bitmapped image documents received over the Internet [1], [2], [3]. Bitmapped image documents are produced by electronic scanners. Although many types of document formats are used for Internet delivery of information, bitmapped image documents are a product of the fastest and most accurate way of converting a printed collection (such as books and journals) to electronic form. Only a few years ago the storage of bitmapped image files on a computer consumed significant disk resources. Today this impediment has been virtually eliminated, since large capacity disk drives are available at low cost. For example, hundreds of bitmapped image documents may be stored in compressed form on a 1 gigabyte disk drive.

Three primary methods of delivery are available for libraries or document delivery services to send bitmapped image documents via the Internet: Ariel systems, Multipurpose Internet Mail Extensions (MIME) email, and Internet servers such as the World Wide Web (WWW). DocView can receive document images sent over the Internet from remotely located Ariel workstations. Ariel is a software package developed by Research Libraries Group for a workstation comprising a PC, a scanner and printer. Many libraries are using Ariel for document transmission in a "fax-like" manner, but via Internet.

DocView provides Ariel-compatible communication, recognizes Ariel documents, and allows image viewing, manipulation and printing after document reception. To receive a document, the DocView user may contact a library or document supplier through a built-in document ordering function, or through conventional methods such as email, telephone, fax or other electronic means, and ask for a specific article to be sent directly to his computer. The library then scans the article using an Ariel station and sends it to the user's computer. DocView alerts the user to the arrival of a document from an Ariel station.

In addition to providing compatibility with Ariel systems, DocView can function as a viewer for

multipage TIFF images. A scanned document in the form of a multipage TIFF file may be attached to a MIME email message and sent on the Internet to an end user having MIME email client software. The MIME email client can run DocView to provide viewing and printing capability for the TIFF document. There are a number of advantages that MIME email has over Ariel for Internet document delivery. First, MIME email is rapidly growing in popularity, and millions of people are using it. Ariel has seen limited distribution through a significantly smaller population. Second, MIME email allows files or documents of any type (color or monochrome) to be sent as attachments to a text email message; Ariel is restricted to monochrome images. Third, Ariel requires both sending and receiving platforms to be powered on simultaneously, whereas MIME email does not have this restriction. Fourth, Ariel does not work well for many types of dial-up Internet connections, in which Internet Protocol (IP) addresses frequently change. This is often the case with dialup Internet services. Instead, MIME email uses email addresses for delivery, and these usually do not change frequently. Finally, MIME email generally can cross firewalls, whereas Ariel cannot.

Since DocView provides a method for viewing monochrome bitmapped TIFF images, it can facilitate document delivery through an Internet server. As an example, a library may offer part of its collection on line through a WWW, gopher or FTP server. Having a server-based collection allows a library to offer repeated access to a permanent online collection. The WWW server may be configured to allow a user to browse through a list of available documents such as journal articles, to select one and receive it immediately. When a WWW client such as Netscape receives a bitmapped image document in the form of a TIFF document, it may be configured to run DocView for viewing and printing the document.

Through any of these document access methods, DocView facilitates document delivery over the Internet. To receive Ariel documents, the computer running DocView should have a direct Internet connection (nondialup). To receive documents via a server or MIME email, the DocView computer may have either a direct or dialup (SLIP/PPP) Internet connection. Although the computer running DocView may be physically separated from the source of documents by thousands of miles, document delivery happens in a matter of seconds or minutes. Internet offers a faster, cheaper, more reliable and more convenient method of document delivery than either fax or mail, since it offers higher speed, higher image resolution and lower transmission cost than the public telephone system. These advantages promise to become even more pronounced as the backbone speed of the Internet, currently at T3 (about 45 Mbps), moves up gradually to OC-3, OC- 12 and eventually to Gigabits/second speeds.

## **DocView Features**

The prototype DocView software, an application that runs under Microsoft Windows, requires a minimum 386 computer platform with a speed of 33 MHz or higher, a minimum of 8 Megabytes of memory, and an Internet connection, either direct or dial-up. A direct connection is recommended for users who wish to receive Ariel documents, since their IP addresses usually do not change. The user's software must include Windows Sockets, supplied by the manufacturer of the TCP/IP protocol stack used in the computer. Most major manufacturers of TCP/IP stacks for personal computers now supply a Windows Sockets dynamic link library for Windows Sockets applications. The computer should also have a monitor of VGA resolution (640x480) or higher, a mouse for image manipulation, and a printer. A laser printer is recommended because it can print the documents at the nominal scanned resolution of 300 dpi without degradation.

DocView has six main functions:

1. Since DocView is both image and communications compatible with Ariel, it can receive documents sent directly by Ariel systems.
2. It may be used as a viewer for bitmapped TIFF images. This allows viewing and printing documents received by a Web browser or MIME email client software.
3. Image processing capabilities allow the user to view, zoom, shrink, scroll, pan, rotate and print received documents.
4. DocView has an electronic bookmark feature that allows users to "mark" pages of interest to allow easy traversal through large documents, and for printing selected pages.
5. It has a copy function that allows users to copy parts of a document to be pasted into documents created by other Windows applications.
6. DocView's document management facility assists in organizing collections of bitmapped documents received through the Internet. DocView also contains a useful help facility on any aspect of operating the user interface, in addition to a built-in tutorial. The user may obtain context sensitive help by pressing the help button associated with any function.

## **Current Status**

DocView is the result of a research and development project at the National Library of Medicine. It has progressed from an early design that depended upon a \$2500 image processing board for provide image processing, to the current software version easily distributed on a single floppy disk.

DocView is currently undergoing beta tests at several institutions across North America. Three testing environments currently under consideration are those using Ariel for document delivery, those using MIME email delivery, and those using conventional Internet servers for providing documents on demand.

The basic evaluation goals are to investigate system performance, image quality, cost and user satisfaction with the features provided. It is of interest, for example, to find out if all the features provided are useful and desirable, and whether other functions are needed, e.g., OCR of received images to create text data, and whether this would be useful to conduct full-text searches or to append to the user's word processed documents.

Two methods have been developed for DocView's evaluation. The first is an electronic user satisfaction questionnaire, which will provide valuable user feedback after a beta tester has used DocView for a period of time. The second is a Comments function built directly into DocView. Through this function, a user may send comments at any time directly to DocView's developers at NLM through the Internet.

Answers to questions resulting from the beta test phase will direct the future development of DocView. Under consideration for future development are:

- A 32 bit version of DocView
- Plug-in for Netscape
- Optical Character Recognition Alternative methods for document access
- Document transmission function
- Additional image processing functions such as image deskewing
- Document image editing functions
- Development of DocView for the Macintosh and UNIX platforms



## References

1. Walker F.L., Thoma G.R., "Internet Document Access and Delivery," Proc. IOLS '96. Medford N.J:Information Today, 1996; 107 - 116.
2. Walker F.L., Thoma G.R., "DocView: Providing Access to Printed Literature Through the Internet," Proc. IOLS '95. Medford N.J: Learned Information, 1995; 165 - 173.
3. Walker F.L., Thoma G.R., "Access to document images over the Internet," Proc. IOLS'94. Medford NJ: Learned Information, 1994; 185-97.

For more information, contact:

Communications Engineering Branch  
Lister Hill National Center for Biomedical Communications  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, Maryland 20894

Phone: 301 496 4496  
Fax: 301 402 0341  
Internet: walker@nlm.nih.gov  
thoma@nlm.nih.gov

U.S. National Library of Medicine (NLM)  
<http://www.nlm.nih.gov/>  
Last updated: 19 July 1996



## *Fact Sheet* **GRATEFUL MED®**

Thousands of new books and articles in biomedicine are published every month. How can a health professional or investigator easily locate literature relevant to a particular area of patient care or research?

Since the early 1970's, the National Library of Medicine (NLM) has made searching the biomedical literature faster and easier by providing online information retrieval on the MEDLARS®, (MEDical Literature Analysis and Retrieval System) family of databases. MEDLINE® -- NLM's premier database -- has over 7 million citations to biomedical articles and is searched more than eighteen thousand times a day.

In order to make searching even easier and provide a user-friendly way to use the MEDLARS system, NLM, in 1986, developed a software package called Grateful Med®. The simplicity and efficiency of searching with Grateful Med have made it immensely popular, more than 60,000 copies of the software have been sold since its introduction.

Grateful Med is available for the IBM PC or compatible personal computers (Version 6.5, released in Feb 1994) and for Apple Macintosh computers (Version 2.1, release in summer 1994).

### **Document Ordering**

The "Loansome Doc®" feature of Grateful Med can be used to order full-text articles you select from the references you retrieve in your searches. This feature is made available by a medical library in your region with which you set up an agreement for this service.

### **How it works**

To begin your search, Grateful Med provides an input screen for the database you choose to search and helps you select appropriate search terms. You may enter terms of your own choosing or browse and select from over 16,000 terms from NLM's controlled vocabulary known as MeSH® (Medical Subject Headings). Any combination of terms may be selected.

You then construct your search by entering relevant terms or perhaps an author's name or both. Terms selected from the MeSH display will be automatically transferred to the Input Form Screen as shown in the example. Once the terms have been selected, you decide whether or not to retrieve author-generated abstracts (available with 75% of current MEDLINE citations), and finally instruct Grateful Med to run the search. (The cost of using Grateful Med tends to be low in part because selecting the search terms is done before connecting to the NLM computer.)



Grateful Med will then connect to the NLM computer and transmit the search commands. After it connects to the NLM host computer which carries the databases, it runs the search and downloads the resulting citations onto your computer disk. You can stop the downloading of references at any time.

After downloading is finished, and you are no longer connected to the NLM computer, Grateful Med presents each citation for review. The citation includes the authors' names, the title of the article, and information about the source of the article (journal, volume, date, page numbers, etc.). The abstracts (if you selected to retrieve them) and the MeSH subject headings may also be displayed. Citations can be printed on a printer, or written to a file which you designate. Grateful Med can also analyze the citations selected as relevant and suggest terms from MeSH that may be helpful for future searches.

## **Hardware/Software Requirements**

Grateful Med requires:

IBM PC or compatible

512K RAM available (640K recommended)

DOS 3.0 or higher

1.9 - 2.4 MB of free hard disk space

Hayes® SmartModem or fully compatible modem, or direct access to Internet, or a Novell® communications server

Macintosh

Any of the Apple Macintosh computers with at least 1 MB RAM

System 6.0.4 or higher

Hayes® SmartModem® or fully compatible modem, or access to Internet using MacTCP

## **Other requirements**

In order to access the MEDLARS system using Grateful Med a user must have a User ID code and password on the MEDLARS system. An application form for the User ID code and password is included with Grateful Med or you can request an application form by contacting:

MEDLARS Management Section  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, MD 20894  
Tel: 1-800-638-8480  
mms@nlm.nih.gov

This application should be completed and mailed or faxed to the MEDLARS Management Section. The processing of this application takes approximately one week from receipt. You will be sent via U.S. Mail the User ID code and password as well as a list of network phone numbers from which you can select local access numbers.

## **Used as a teaching tool in schools**

Many medical, nursing, and dental schools have introduced classes in information retrieval incorporating Grateful Med as a literature-searching tool. The National Library of Medicine will provide access to MEDLARS searching for students at reduced rates for a 2-year period.

## **Attention Systems Designers**

The IBM/PC version of Grateful Med includes a "Search Engine" that will permit those who are creating customized information systems or artificial intelligence programs to include the Grateful Med search capability. For example, an artificial intelligence information system developed at NLM (AI/RHEUM) utilizes the Grateful Med search engine in its software to automatically retrieve references and abstracts pertinent to the question at hand.

## **Costs**

With the exception of CHEMLINE® and TOXLIT®, all databases accessible by Grateful Med are charged at the rate of about \$18/hour. The average cost of a Grateful Med search of these files is between 1 and 2 dollars.

Because NLM pays royalties for the use of data in CHEMLINE and TOXLIT, the charge for access to these databases is considerably higher.

## **How to Order**

Grateful Med is sold in the United States and Canada by the National Technical Information Service for \$29.95 pre-paid. Non-prepaid orders, purchase orders, etc., require \$7.50 extra. Orders for Grateful Med may be placed to the National Technical Information Service using the phone number provided below. A User's Guide and an application form for a User ID code to MEDLARS are also included in the package. Each copy comes with a separate tutorial program called "How To" which provides interactive instruction in computerized literature searching with Grateful Med.

To order, write or call:

National Technical Information Service  
U.S. Department of Commerce  
5285 Port Royal Road  
Springfield, VA 22161  
Tel: (800) 423-9255

Order number for IBM version: PB92-105444/GBB

Order number for Macintosh version: PB93-502433

(Phone orders will be accepted for credit card or deposit account orders only.)

If you have questions about the Grateful Med program, please contact MEDLARS Management Section (see phone number and address above).

In addition to MEDLINE, Grateful Med provides access to the following databases:

AIDSDRUGS

AIDSLINE® (AIDS Information onLINE)

AIDSTRIALS (AIDS Clinical TRIALS)

AVLINE® (AudioVisuals onLINE)

BIOETHICSLINE® (BIOETHICS onLINE)

CANCERLIT® (CANCER LITerature)

CATLINE® (CATalog onLINE)

ChemID® (CHEMical IDentification)

CHEMLINE® (CHEMical dictionary onLINE)

DIRLINE® (Directory of Information Resources onLINE)

HEALTH (HEALTH planning & administrations)

HSTAR (Health Service/Technology Assessment Research)

MEDLINE® (MEDlars onLINE)

PDQ® (Physician Data Query)

SDILINE® (Selective Dissemination of Information onLINE)

SERLINE® (SERials onLINE)

TOXLINE® (TOXicology Information onLINE)

TOXLIT® (TOXicology LITerature from special sources)

CCRIS (Chemical Carcinogenesis Research Information System)

HSDB® (Hazardous Substances Data Bank)

RTECS® (Registry of Toxic Effects of Chemical Substances)

TRI (Toxic chemical Release Inventory) series

U.S. National Library of Medicine (NLM)

<http://www.nlm.nih.gov/>

Last updated: February 1996



## *Fact Sheet*

# INTERLIBRARY LOAN POLICY

Most of the literature in the general and historical collections of the National Library of Medicine (NLM) is available for interlibrary loan to any library. NLM does not loan directly to individuals. Libraries should send requests via DOCLINE®, NLM's automated ILL request and referral system, through the National Network of Libraries of Medicine (NN/LM). Requests should be sent directly to NLM only for those titles not held in NN/LM libraries. The statement "Not Available in Region" must appear on the interlibrary loan request. The Regional Medical Libraries (RMLs) have established lending procedures for their regions. To reach your RML, phone 1800- 338-RMLS. (See NLM Fact Sheet, National Network of Libraries of Medicine.) Loans requested from NLM must comply with the instructions in this policy and with the provisions of the National Interlibrary Loan Code of the American Library Association (ALA).

### **Methods of Borrowing**

Requests will be accepted via the following methods:

1. DOCLINE, using the following Library Identification (LIBID) numbers:  
     20209A-general collection  
     20209C-general collection, Clinical Emergency  
     20209B-historical collection
2. ALA or IFLA Interlibrary Loan Request Forms
3. Internet: [ill@nlm.nih.gov](mailto:ill@nlm.nih.gov)
4. Telefacsimile: (301) 496-2809

Inquiries regarding ILL policy, practice and information pertaining to specific requests may be sent to the ILL internet address or the ILL fax number.

All requests for material to be photocopied must include the applicable statement of conformance to either the U.S. Copyright Act of 1976 (CCL) or Copyright Guidelines (CCG). Requests for loans of audiovisuals must include the CCL statement.

Requests must include the authorizing person's name (if sent by electronic transmission) or the signature of the authorizing person at the borrowing library (if the form is sent by mail).

NLM requires that a requesting library include its LIBID number and complete address on each request. The LIBID may be obtained by searching the DOCUSER® database on the MEDLARS® system or by contacting the appropriate Regional Medical Library. Each item or item segment (chapter, part of issue, etc.) must be requested separately. Citations verified in NLM publications or NLM databases should

include NLM call numbers. The call number is identified by 02NLM in CATLINE® and recently printed catalogs and 04NLM or DNLN in catalogs printed before January 1983. NLM's CATLINE, SERLINE® and AVLINE® databases are accessible via the Locator system. To access Locator, set terminal emulation to VT100, telnet to locator.nlm.nih.gov and enter locator (in lower case letters) at the login: prompt.

Give source of verification whenever possible, stating the specific NLM database containing the citation and the MEDLINE® or SERLINE unique identifier. Requests not verified or those which do not contain the summary of sources searched will not be processed.

It is not possible for NLM to cancel a request once it is received.

## **Forms of Loans**

Material will be provided in the original form, as a photocopy, or in microform. The form will be determined by NLM. Literature in the collection printed before 1914 is usually loaned in the form of microfilm or photocopy. These materials are available from the History of Medicine Division (HMD). Audiovisual titles are available for loan. Pre-1970 audiovisuals are available from the HMD. Computer-Assisted Instruction (CAI) materials are not loaned. (See NLM Fact Sheet, Access to Audiovisual Materials.) NLM will accept DOCLINE requests for transmission of materials via Ariel and fax. Ariel and fax requests must contain a complete citation, the ariel address or facsimile phone number, an office telephone number, the complete address and LIBID number of the borrowing library.

## **Clinical Emergencies**

To request fax transmission for emergency patient care requests, the CLINICAL EMERGENCY requirement must be indicated on the request. DOCLINE participants should prefix these requests to NLM at LIBID 20209C. During the hours the Library is open, these requests will be filled within 2 hours. If NLM is unable to fill the request, notification will be transmitted within 2 hours.

NLM will refer requests when Refer On is indicated as a comment on an electronically transmitted request or at the top of an ALA or IFLA form. Requests must be within the scope of the NLM collection, not available at NLM, carry complete citation information and be identified as held by another library.

The loan period for original material, microfilm and audiovisuals is one month, not including transit time. No renewals are granted. Libraries with overdue items will be billed for lost materials after two overdue notices have been sent. Interlibrary loan service will not be provided to delinquent accounts.

## **Delivery and Returns**

NLM will pay postage for outgoing loans. The borrowing library will pay postage for the return of borrowed materials; is responsible for material from time of receipt until returned and received at NLM; will replace materials lost or irreparably damaged, and meet repair cost for damaged materials. For the protection of the borrowing library, it is suggested that materials be insured or registered and that a return receipt be requested.

Return post-1913 printed materials, post-1969 audiovisuals, and pre-1914 microfilm to the

Collection Access Section. Return pre-1970 audiovisuals to the History of Medicine Division.

Pack materials properly for return, and inspect all materials to ensure that all parts, including guides are returned.

Protect corners and edges of books well and mail unbound materials flat. Do not reuse NLM's jiffy bag.

Audiovisual materials should not be returned in fiber jiffy bags.

### **International Requests**

Materials in the original form will not be loaned outside the U.S. International libraries may submit requests through their MEDLARS Center. If the item is not available from the MEDLARS Center and the Center does not have access to DOCLINE, international libraries may send requests to the ILL internet address, fax number, or by mail.

### **Charges**

- ♦U.S. libraries-\$9.00 for each filled interlibrary loan in the form of a photocopy or loan of a book, audiovisual, or microfilm.

- ♦There is a \$3.00 surcharge for photocopies provided via telefacsimile.

- ♦International libraries-\$11.00 (U.S.) for each filled interlibrary loan in the form of a photocopy.

- ♦Federal libraries - NLM will provide service free of charge to most federal libraries if the requesting library has complied with NN/LM policy for routing of interlibrary loan requests. Special arrangements will be made with high volume requestors.

- ♦Do not send payment with the loan request. Invoices will be issued quarterly by the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161 and are payable to NTIS. Libraries are expected to establish a deposit account with NTIS to facilitate payment. Coupons are not accepted as payment for these charges. Interlibrary loan service will not be provided to libraries with delinquent accounts.

- ♦Please keep a copy of each loan request form returned with each item. The loan request number appears on the summary page of the invoice and is needed to interpret the invoice charges. NLM is unable to provide a second copy at the end of each quarter.

### **Special Photographic Services**

Photographs or slides of portraits, prints, charts, and other pictorial work require special procedures. Write to: Prints and Photographs Collection, History of Medicine Division (address below) for information and costs. Orders requiring copyright owner's permission will not be accepted unless accompanied by this permission in writing.

### **Interlibrary Loan Information**

Address requests as follows:

For journal and monograph material published after 1913 and audiovisual material produced after 1969:

COLLECTION ACCESS SECTION

National Library of Medicine  
LIBID: 20209A (Regular) or  
20209C (Clinical Emergency)  
8600 Rockville Pike  
Bethesda, Maryland 20894  
Telephone: (301) 496-5511  
Fax: (301) 496-2809  
Email: [ill@nlm.nih.gov](mailto:ill@nlm.nih.gov)

For journal and monograph material published before 1914 and audiovisual material produced before 1970:

#### HISTORY OF MEDICINE DIVISION

National Library of Medicine  
LIBID: 20209B  
8600 Rockville Pike  
Bethesda, Maryland 20894  
Telephone: (301) 496-5405  
Fax: (301) 402-0872  
Email: [ill@nlm.nih.gov](mailto:ill@nlm.nih.gov)

U.S. National Library of Medicine (NLM)  
<http://www.nlm.nih.gov/>  
Last updated: 10 October 1996



## *Fact Sheet*

### **Access to Audiovisual Materials**

The National Library of Medicine's audiovisual collection consists of approximately 30,000 titles in a variety of formats including videocassettes (in U-matic and 1/2 in. VHS), audiocassettes, 16mm films, filmstrips and slides, x-rays, computer software, videodiscs and CD-ROMs, and over 3,000 audiovisuals of historical interest. Most audiovisuals are in core biomedical subjects and are in English.

#### **Locating Audiovisual Titles**

Audiovisual titles NLM's collection are available online through AVLINE®, NLM's computer file of audiovisuals, and one of a number of databases on NLM'S MEDLARS® computer system. MEDLARS is accessed by more than 135,000 universities, medical schools, hospitals, other organizations and private individuals. AVLINE is also available for searching over the Internet at no charge. To access, follow your local system protocol to telnet to [locator.nlm.nih.gov](http://locator.nlm.nih.gov) and login as locator.

#### **Audiovisual Reference Assistance**

Reference Section staff are available to provide assistance. Help in identifying and locating audiovisual titles in NLM's collection as well as consultative and referral services are offered. Address requests as follows, or call 1-888-FINDNLM (1-888-346-3656) or 301-594-5983:

For post-1969 programs:  
Reference Section  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, MD 20894  
Internet: [ref@nlm.nih.gov](mailto:ref@nlm.nih.gov)  
FAX: 301-402-1384

For pre-1970 programs:  
History of Medicine Division  
National Library of Medicine  
Bethesda, MD 20894  
Internet: [hmdref@nlm.nih.gov](mailto:hmdref@nlm.nih.gov)  
FAX: 301-402-0872

#### **Audiovisual Loans**

Most of the audiovisuals in NLM's collection are available for loan to any library in the United States. Requestors who cannot obtain medical audiovisuals locally and cannot come to view the materials may secure material through the interlibrary loan service by requesting items through their local libraries. Libraries should first send requests to local sources, and send requests directly to NLM only for those titles not held in their regions. (See Fact Sheets, Interlibrary Loan Policy, DOCLINE® and Loansome Doc<sup>TM</sup>)

The Regional Medical Libraries (RMLs) have established lending procedures for their Regions. Libraries unable to fill requests may forward them to NLM. (See Fact Sheet, National Network of Libraries of Medicine<sup>TM</sup>.)



NLM does not provide stock images or media footage. A list of known companies that provide such materials on medical subjects is available upon request from NLM's Reference Section. As historical audiovisuals are often unique and not available in other repositories, off-site duplication of audiovisuals produced prior to 1970 may sometimes be arranged (subject to copyright and other restrictions).

## **Borrowing Procedures**

Audiovisual citations should include the full title, institution or person responsible for the production, the call number, if available, and the type of medium of the program (e.g. videocassette, slides). Audiovisual programs are not available for loan outside of the U.S.

Requests will be accepted via the following methods:

1. DOCLINE, using the following Library Identification (LIBID) numbers:  
20209A-general collection  
20209B-historical collection
2. ALA or IFLA Interlibrary Loan Request Forms
3. Internet: [ill@nlm.nih.gov](mailto:ill@nlm.nih.gov)
4. FAX: 301-496-2809

Inquiries regarding ILL policy, practice and information pertaining to specific requests may be sent to the ILL internet address or the ILL fax number.

## **Charges**

Libraries are charged \$9.00 for each filled interlibrary loan request. NLM will pay postage for outgoing loans. The borrowing library will be responsible for postage for the return of the borrowed items and is responsible for replacement costs of the material if lost or damaged. Insurance is suggested when returning items.

## **Loan Period**

Loan period is four weeks, not including transit time, and no renewals are granted. Libraries with overdue items may have their borrowing privileges suspended. NLM does not reserve play dates for audiovisuals.

Fax: (301) 496-4450

email: [publicinfo@nlm.nih.gov](mailto:publicinfo@nlm.nih.gov)

Internet URL: <http://www.nlm.nih.gov/pubs/factsheets/factsheets.html>

U.S. National Library of Medicine (NLM)

<http://www.nlm.nih.gov/>

Last updated: 23 October 1996



## *Fact Sheet* **INTERNET GRATEFUL MED®**

### **Introduction**

Internet Grateful Med is a new member of NLM's Grateful Med family of programs. NLM's goal with this program is to provide users with assisted interactive retrieval from multiple information resources as the Library's major systems and databases evolve. Internet Grateful Med, the first product of the User Access Services project of NLM's System Reinvention initiative, has been designed from the outset as an intelligent gateway system. Taking advantage of this design, NLM can significantly improve user services in parallel with other efforts to develop new system resources and bring them on line.

Internet Grateful Med is predicated on use of the Internet and the World-Wide Web for information delivery. The initial version of the program helps a user create, submit and refine a search in MEDLINE®. One set of "just do it" assisted searching functions is automatic. A second set of functions is user-invoked, becoming active when more assistance is requested. The Internet Grateful Med user can search MEDLINE by subject, text word in title or author name.

The system actively uses the Web paradigm to present users with multiple types of information they might need. Context-sensitive online help can be displayed at nearly every point in the program. A 20-slide hypertext introduction and system overview is available from the front screen. A 25-segment hypertext "New User's Survival Guide" leads the user step by step through a series of actions and searches which demonstrate the capabilities of Internet Grateful Med. The same user's guide can be printed as an 11-page document to be read off line.

### **"Just Do It" Functions**

The equivalent of what would be an auto-F10 key in the original Grateful Med checks user terms against NLM's MeSH® controlled vocabulary and automatically searches them both as MeSH headings and as text words when appropriate. An "autoexplode" of explodable terms includes in the search any more specific terms indented under the user's term in MeSH.

Internet Grateful Med detects nearly 500 invalid entry combinations, nearly 5000 associated expressions, nearly 200 stopwords which will be ignored by NLM's Elhill retrieval system, and hundreds of relatively unambiguous synonyms of qualifiers. It handles them properly through several corrective functions, usually by mapping them to terms or combinations of terms which should improve retrieval.

### **User-Invoked Functions**

The user-invoked functions begin with the opportunity to add the "central concept" restriction to a search term and to add subheading qualifiers to help focus a search. The user can choose to limit an Internet

Grateful Med search by language, publication type, age group, study group or range of years back through 1966.

An unusual "Analyze Search" function offers related terms from among many thousands of Forward See Related and Backward See Related cross references. It detects ambiguous synonyms of qualifiers such as "Management" (which, for example, might mean "Organization & Administration" or might mean "Therapy") and offers mappings to clarify them. It detects 78 occupational specialty headings and offers mappings for them. It detects 63 "Consider Also" terms, offering additional terms which might augment retrieval.

### **Metathesaurus a Rich Resource for Query Terms**

In the most significant of all its resources, Internet Grateful Med offers the user a browser's-eye view into NLM's huge Unified Medical Language System (UMLS) Metathesaurus. With the 1996 edition of the Metathesaurus, NLM has created an electronic Rosetta stone involving more than 589,000 names for nearly 253,000 concepts in 30 different vocabularies, thesauri or classifications in biomedicine. International by design, the 1996 Metathesaurus also includes French, German, Spanish and Portuguese translations of MeSH.

The Metathesaurus browser component of Internet Grateful Med makes active use of the rich diversity and the explicit links and relationships in more than 950 megabytes of Metathesaurus files to help users find good search terms. Internet Grateful Med presents a ranked concept hit list, concept definitions and MeSH notes when applicable. It presents a graphical, navigable display of the MeSH tree hierarchies in which the user's term appears. Through the MeSH tree display the user can roam among related terms and clearly see the more precise terms which will be included in an "exploded" search. Discovering a new term of interest, the user can feed it back into the browser to refocus the information display around that concept.

Great care has been given to near-instant incorporating of interesting terms into the search. Click, and the Metathesaurus concept just found becomes part of the search under construction. Click, and a list of co-terms applied by NLM indexers to the same articles as this one appears. Click again, and both the original term and a co-term (or even a triad of original term, qualifier and co-term) are included. Nearly 8.7 million pairs of co-terms, co-occurring concepts from among index terms applied to articles in ten years of MEDLINE, are explicitly listed in the Metathesaurus.

### **Links to Other Databases**

Through direct links to NLM's HSTAT (Health Services/Technology Assessment Text) system, Internet Grateful Med offers the full text of Clinical Practice Guidelines supported by the Agency for Health Care Policy and Research. It offers direct links to nearly 60,000 Online Images from NLM's History of Medicine Division. Finally, Internet Grateful Med has incorporated the Loansome Doc capability so users who have made an arrangement with a medical library that uses DOCLINE, NLM's automated interlibrary loan request and referral system, can order copies of articles.

### **Current Status**

Internet Grateful Med was released to the public on April 16, 1996 following nine months of beta testing

by more than 250 users in 20 countries. Searching in additional databases will be added later in 1996. To use Internet Grateful Med, the user with Internet access and a MEDLARS account need only point a compatible World-Wide Web browser such as Netscape Navigator at the Internet Grateful Med URL (Uniform Resource Locator, the equivalent of a World Wide Web address): <http://igm.nlm.nih.gov>. No other software at the user end is required.

For further information, contact:

Lawrence C. Kingsland III, Ph.D.  
Assistant Director for Applied Informatics  
National Library of Medicine  
8600 Rockville Pike  
Bethesda, MD 20894 USA  
Internet: [access.nlm.nih.gov](mailto:access.nlm.nih.gov)

U.S. National Library of Medicine (NLM)  
<http://www.nlm.nih.gov/>  
Last updated: 28 May 1996



## *Fact Sheet*

# **NATIONAL NETWORK OF LIBRARIES OF MEDICINE**

The purpose of the National Network of Libraries of Medicine TM (NN/LM TM) is to provide health science practitioners, investigators, educators, and administrators in the United States with timely, convenient access to biomedical and health care information resources.

The network is administered by the National Library of Medicine. It consists of eight Regional Medical Libraries (major institutions under contract with the National Library of Medicine), more than 140 Resource Libraries (primarily at medical schools), and some 4,500 Primary Access Libraries (primarily at hospitals). The Regional Medical Libraries administer and coordinate services in the network's eight geographical regions.

The National Information Infrastructure offers the network new and exciting opportunities in the 1996-2001 contracts to improve information services to health professionals. The RMLs are increasing their efforts to facilitate connectivity for member libraries and health professionals. While maintaining more traditional means of communication with those who do not yet have access, the RMLs are using the Internet to develop new and innovative services. A new library improvement program is focusing on bringing information technology to small hospital libraries that do not have computers or access to online information, thus improving information services to the health professionals served by these libraries.

The RMLs will continue to reach out to underserved groups of health professionals in both rural and inner-city areas. Other important network programs include exhibiting at national, regional, and state health professional meetings; training for health professionals and librarians; providing interlibrary loans for more than three million journal articles, books, and other published materials each year to health professionals; answering reference inquiries; and accessing MEDLINE® and other databases made available by the National Library of Medicine.

One Regional Medical Library, the New York Academy of Medicine, serves as the Online Training Center for the nation, providing MEDLARS® training throughout the U.S.

For more information about specific network programs in your region, call the Regional Medical Library in your area at their direct number (see attached list) or dial the toll free phone number for all Regional Medical Libraries:

1-800-338-7657.

For general network information contact:

National Network of Libraries of Medicine  
National Library of Medicine

8600 Rockville Pike, Bldg. 38, Room B1-E03  
Bethesda, Maryland 20894

Phone: 301-496-4777

Fax: 301-480-1467

Internet: [nnlm-info@nlm.nih.gov](mailto:nnlm-info@nlm.nih.gov)

URL: <http://www.nnlm.nlm.nih.gov>

The following is a list of the Regional Medical Libraries and the areas served by each:

## **1. MIDDLE ATLANTIC REGION**

The New York Academy of Medicine

1216 Fifth Avenue

New York, New York 10029

Phone: (212) 822-7300

Fax: (212) 534-7042

Internet: [RML1@nyam.org](mailto:RML1@nyam.org)

URL: <http://www.nnlm.nlm.nih.gov/mar>

States Served: DE, NJ, NY, PA

NATIONAL ONLINE CENTER FOR ALL REGIONS

## **2. SOUTHEASTERN/ATLANTIC REGION**

University of Maryland at Baltimore

Health Sciences Library

111 South Greene Street

Baltimore, Maryland 21201-1583

Phone: (410) 706-2855

Fax: (410) 706-0099

URL: <http://www.nnlm.nlm.nih.gov/sar>

States Served: AL, FL, GA, MD, MS, NC, SC, TN, VA,

WV, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands

## **3. GREATER MIDWEST REGION**

The University of Illinois at Chicago

Library of the Health Sciences (M/C 763)

1750 W. Polk Street

Chicago, Illinois 60612-7223

Phone: (312) 996-2464

Fax: (312) 996-2226

URL: <http://www.nnlm.nlm.nih.gov/gmr>

States Served: IA, IL, IN, KY, MI, MN, ND, OH, SD, WI

## **4. MIDCONTINENTAL REGION**

University of Nebraska Medical Center

Leon S. McGoogan Library of Medicine  
600 South 42nd Street  
Omaha, Nebraska 68198-6706  
Phone: (402) 559-4326  
Fax: (402) 559-5482  
URL: <http://www.nlm.nih.gov/mr>  
States Served: CO, KS, MO, NE, UT, WY

## **5. SOUTH CENTRAL REGION**

Houston Academy of Medicine-  
Texas Medical Center Library  
1133 M.D. Anderson Boulevard  
Houston, Texas 77030-2809  
Phone: (713) 790-7053  
Fax: (713) 790-7030  
Internet: [#nlm@library.tmc.edu](mailto:#nlm@library.tmc.edu)  
URL: <http://www.nlm.nih.gov/scr>  
States Served: AR, LA, NM, OK, TX

## **6. PACIFIC NORTHWEST REGION**

Health Sciences Libraries and Information Center  
Box 357155  
University of Washington  
Seattle, Washington 98195-7155  
Phone: (206) 543-8262  
Fax: (206) 543-2469  
Internet: [nlm@u.washington.edu](mailto:nlm@u.washington.edu)  
URL: <http://www.nlm.nih.gov/pnr>  
States Served: AK, ID, MT, OR, WA

## **7. PACIFIC SOUTHWEST REGION**

University of California, Los Angeles  
Louise M. Darling Biomedical Library  
12-077 Center for the Health Sciences  
Box 951798  
Los Angeles, California 90095-1798  
Phone: (310) 825-1200  
Fax: (310) 825-5389  
URL: <http://www.nlm.nih.gov/psr>  
States Served: AZ, CA, HI, NV, and U.S. Territories in the Pacific Basin

## **8. NEW ENGLAND REGION**

University of Connecticut Health Center  
Lyman Maynard Stowe Library

263 Farmington Avenue  
Farmington, Connecticut 06030-5370  
Phone: (860) 679-4500  
Fax: (860) 679-1305  
URL: <http://www.nlm.nih.gov/ner>  
States Served: CT, MA, ME, NH, RI, VT

Fax: (301) 496-4450  
email: [publicinfo@nlm.nih.gov](mailto:publicinfo@nlm.nih.gov)  
Internet URL: <http://www.nlm.nih.gov/pubs/factsheets/factsheets.html>

U.S. National Library of Medicine (NLM)  
<http://www.nlm.nih.gov/>  
Last updated: 30 July 1996





## ***Fact Sheet*** **SERHOLD®**

### **Background**

SERHOLD is the National Library of Medicine's (NLM) database of machine-readable holdings statements for biomedical serial titles held by U.S. and selected Canadian libraries, primarily members of the NLM-supported National Network of Libraries of Medicine (NN/LM). These holdings statements are linked to NLM's authoritative bibliographic data.

SERHOLD was developed primarily to serve as the basis for DOCLINE®, NLM's online interlibrary loan request and referral system for health sciences libraries. It is also used to generate a variety of union list products and is the basis for location information in SERLINE® and Health Sciences Serials. As of March 1997, the database included approximately 1,396,000 holdings statements for about 42,000 serial titles from over 3,175 health sciences libraries. The database also contains biomedical holdings of CISTI, Canada Institute for Scientific and Technical Information, the Canadian MEDLARS® Center.

Each of the eight Regional Libraries in the NN/LM is responsible for the collection and coordination of updates to SERHOLD for its region. CISTI coordinates the SERHOLD updates for Canada. Batch updates are done semi-annually from tapes produced by participating databases and institutions, and they can be submitted in SERHOLD, OCLC MARC, or USMARC HOLDINGS formats. As of October 1993, an online updating system is available which can be used by authorized groups to add, update, or delete records. As of March 1997, authorized groups will be able to submit holdings data via ftp. Records updated online or by ftp are available to DOCLINE within a few weeks. SERHOLD data are stored in NLM's computer and are not distributed in machine-readable form without the permission of the participating institutions or their representatives.

### **Titles Included**

Participants are limited to reporting holdings for serial titles that are in NLM's SERLINE database. SERLINE contains over 85,000 serial titles. In recent years, the database has been augmented by the addition of non-NLM titles held in the NN/LM regions. Titles are reported to NLM with appropriate bibliographic documentation and added to SERLINE if they meet the criteria for addition. Serials reported must be available for interlibrary loan and provide information needed by health care professionals and health sciences library personnel in the course of their work. Serials designed for recreational reading will not be included.

### **Participants and Reporting Requirements**

Eligible SERHOLD participants may include any U.S. library which provides health care and biomedical information resources to health professionals or health sciences library personnel and assists them in fulfilling their roles as administrators, educators, researchers, or practicing health professionals.

Batch reporting requirements include adherence to the standard tape format described in NLM's Format for Direct Transmission of Holdings Data to the National Library of Medicine's SERHOLD Database .\* The format is based on "American National Standard for Information Sciences Serial Holdings Statements," as developed in 1986 (Z39.42-1986), but allows for the incorporation of existing machine-readable data in nonstandard format. In addition to records coded in SERHOLD format, NLM also accepts OCLC MARC format and USMARC format. Contact the Serial Records Section at NLM for further information on the procedures for submitting holdings records in these formats.

Online updating is available to regional, state, or consortia groups reporting holdings data to SERHOLD. Interested groups should contact the SERHOLD Coordinator in their region for more information about online updating. As of March 1997, updating via ftp is available for reporting holdings data to SERHOLD. Interested groups should contact the Serial Records Section at NLM for more information about reporting via ftp. SERHOLD Update Guidelines are prepared each year for use by existing and future participants.

As of March 1997, 92 percent of the data in SERHOLD are encoded at the summary level 3 and can be interpreted at the volume and year level in the DOCLINE system. All reporting institutions must use the NLM title control number as the bibliographic link to the NLM database and the NLM-assigned SERHOLD codes as an institutional identifier. All participants must contact the SERHOLD Coordinator in their region for specific instructions before reporting to NLM.

## **Products**

Once a year, Regional Libraries may request union list products to supplement existing regional publications. Union lists are available in microfiche, hard copy, or machine-readable form. Larger lists may be available in microfiche or machine-readable form only. NLM produces one master copy of each microfiche or hard copy union list. These masters are distributed to the Regional Libraries or their designates, who are responsible for reproduction and distribution.

Requests for products should be sent to: Deena S. Acton, Serial Records Section, Technical Services Division, NLM, 8600 Rockville Pike, Bethesda, MD 20894 (e-mail [ActonD@gwsmtpl.nlm.nih.gov](mailto:ActonD@gwsmtpl.nlm.nih.gov))

## **SERHOLD Data Coordinators**

Region 1, Robert Dempsey, (212) 427-1630, Medical Library Center of New York

Region 2, Barbara Kuchan, (410) 706-2855, University of Maryland

Region 3, vacant, (312) 996-2464, University of Illinois at Chicago

Region 4, vacant, (402) 559-4326, University of Nebraska

Region 5, Sherry Porter, (817) 735-2467, Texas College of Osteopathic Medicine

Region 6, Nancy Press, (206) 543-8262, University of Washington

Region 7, Heidi Sandstrom, (213) 825-1200, UCLA

Region 8, Robert Dempsey, (212) 427-1630, Medical Library Center of New York

Canada, Bev Brown, (800) 668-1222, CISTI

U.S. National Library of Medicine (NLM) ;<http://www.nlm.nih.gov/> ;Last updated: 20 March 1997

**The Reinvention of Interlibrary Loan at The National Library of Medicine**

by Cassandra R. Allen, Head, Collection Access Section, NLM

Providing expedient interlibrary loan service to members of the National Network of Libraries of Medicine (NN/LM) has always been a priority at NLM. In an effort to keep ahead of the increasing demands for faster and higher quality document delivery, NLM will take another step towards improved service in Spring/Summer 1997 with the implementation of a new software product called Relais, a commercially available system produced by Network Support Inc. (NSI) in Ottawa, Canada. Relais is a document delivery processing system that will automate many aspects of NLM's interlibrary loan (ILL) service and associated record keeping.

NLM responds to a very large number of ILL requests each year; up to 1,600 a day during the spring peak season. NLM received nearly 350,000 requests last year. Approximately 91% of these were received via DOCLINE, NLM's automated ILL request and referral system. The remainder were received as non-DOCLINE ILL requests (fax requests, and ALA and IFLA forms received by mail or E-mail). To respond to this large number of requests, NLM uses independent contractors to retrieve items from the shelves and to copy and package photocopied material for mailing. The current procedures for processing ILL requests involves a labor intensive series of tasks to sort, count, and track delivery to and from the contractor and ultimately to NLM's requestors. The Relais system will handle many of these tasks.

As part of the contract with NLM, Relais will also be installed at the National Institutes of Health (NIH) Library to handle their incoming DOCLINE requests. There will be a partial installation where only items requested for electronic delivery will go through Relais. In addition, NIH has contracted separately with NSI for a Web interface for their internal users on the NIH campus.

**Relais**

The Relais system will allow NLM to reduce manual counting and tracking which will result in reduced processing time to get requested documents to patrons. DOCLINE requests will be uploaded to Relais every fifteen minutes where a set of pre-determined rules for sorting and distribution will be applied. The rules will automatically sort requests between the Collection Access Section and the History of Medicine Division based on the year of the material requested. Requests with "FREE", "0", or a dollar amount lower than the NLM charge will be automatically updated as non-available with the appropriate reason code. By placing these rules in Relais, NLM will be able to receive requests throughout the day instead of holding them for overnight processing.

**Scanners to Replace Photocopy Machines**

The feature of the Relais system that will result in the most dramatic change to ILL service is the replacement of photocopiers with scanning technology. Articles and book chapters for ILL will no longer be photocopied. All printed materials will be scanned using Fujitsu 3096EX scanners that have been fitted into a specially designed workstation. The scanning workstation will house the scanner, the system CPU, a keyboard, a 20" touch screen monitor, a foot pedal, a barcode reader and will provide work

space for the operator. The NLM has special handling concerns for the older part of its journal collection. NSI has responded to this concern by working with Minolta to acquire its Epic 3000 cradle scanner which will be used to scan fragile volumes.

## **Tracking**

The Relais system allows for complete request tracking. At each step in the process, the system will know which individual is working with a batch of requests and where each request is in the process. NLM will also be able to monitor the printing and electronic delivery of Ariel and fax requests to determine if an item has been printed or sent.

## **Delivery**

Relais will read the delivery method that the library indicated in the DOCLINE borrow record. If electronic delivery is requested, Relais will send these items from the scanner to an internal server. From there the material will be sent to the library without intervention by NLM staff. In the near term, NLM expects to continue to respond to the bulk of its requests with printed documents using the U.S. mail. Articles and chapters that must be printed will be sent to high speed printers and mailed.

## **Benefits to NLM**

### **1. Labor savings**

Automatic distribution of Ariel and fax requests

Automatic Updating: After an article or book chapter is scanned, the Relais system will automatically upload information about the disposition of the request into the DOCLINE System every hour.

### **2. Flexible reporting**

NLM will be able to generate reports using off-the-shelf software for statistics and management. The system will be programmed to automatically produce many routine reports, but additional reports will be created as needed, eliminating the need for most manual record keeping.

## **Benefits to the Network**

### **1. Faster Delivery**

Most requests routed to NLM will be received the same day they are entered in DOCLINE.

Many documents requested as electronic delivery will be delivered the same day.

### **2. More accurate request tracking**

If you call to inquire about a request, an NLM staff member should be able to give you better information about its status

### **3. E-Mail Options**

Relais is capable of sending MIME encoded messages by E-mail. This spring NLM expects to take advantage of this feature by sending documents to the NIH campus researchers by E-Mail.

### **4. Possible Reduction in ILL Costs**

As more libraries request electronic delivery, ILL charges may be reduced because of lower materials

costs including paper, toner, other printing charges, and elimination of mailing costs.

During the last fiscal year, NLM responded to 88% of the requests that it filled in one day. NLM expects to see this number rise above 95% after Relais is implemented. To assist NLM in providing our ILL patrons with fast and accurate ILL service, libraries will need to submit accurate, fully identified requests. You may view the Interlibrary Loan and DOCLINE Fact Sheets on the NLM Web page for specific policy information, but the following tips will also help you get faster ILL service.

### **Tips for Better Service**

Libraries that do not want NLM to fill its requests must use DOCLINE's Start/Stop Routing feature. Since NLM will no longer receive its requests in a batch mode overnight, NLM cannot cancel requests after they have been received.

DOCLINE borrowers should always use the unique identifier (UI) from the MEDLARS databases to identify a request. Requests entered without the UI will not route according to your ILL routing table, but rather they route according to the Monograph/Audiovisual/Non-SERLINE routing table. If such a request reaches NLM, it is diverted from the main processing stream in Relais in order for staff to search and assign a call number. Journal requests submitted without the UI should be limited to those for which no record exists in SERLINE.

DOCLINE borrowers should use the UI from CATLINE, AVLINE or Locator when making monograph and audiovisual requests. When requests reach NLM, they will be identified and carry an NLM call number, resulting in faster delivery.

Requests that reach NLM will be filled based on the delivery method selected by the borrowing library. When Ariel or fax delivery is requested, documents will be sent automatically. If the borrower would prefer that the supplied item come from a local lender over its being provided by Ariel, NLM recommends that they select Mail as the delivery method, and continue to use the Comments field to indicate alternative delivery methods. When mail or pick-up delivery is requested, documents will be printed.

Maintain accurate Ariel and fax address information in your DOCUSER records.

DOCLINE retrieves the address from DOCUSER.

Continue to use the Comments field in DOCLINE for bibliographic and instructional notes or for alternative delivery methods for libraries other than NLM. NLM has made many changes to its internal ILL procedures over the years to reduce the time that it takes to get material in the hands of our users and to improve our service to NN/LM libraries. Recent ARL statistics for ILL from 1986-1996 show an increase in interlibrary borrowing of 116% and an increase in interlibrary lending of 61%. NLM has seen its ILL volume increase an average of 7% per year over this same time period. Libraries continue to increase their usage of fax as a standard delivery method and use of Ariel software is also growing. In this climate, NLM believes that implementing Relais will assist us in our continued efforts to improve ILL service.